

Case Scheduling/Rescheduling Advice

05/15/1996

To:

<input type="checkbox"/>	Commissioner Deason
<input type="checkbox"/>	Commissioner Johnson
<input type="checkbox"/>	Commissioner Kiesling
<input type="checkbox"/>	Commissioner Garcia
<input checked="" type="checkbox"/>	Executive Director
<input checked="" type="checkbox"/>	Public Information Officer

<input checked="" type="checkbox"/>	Deputy Ex. Director/Technical
<input checked="" type="checkbox"/>	Appeals Director
<input checked="" type="checkbox"/>	Legal Director
<input checked="" type="checkbox"/>	Auditing & Financial Analysis Director
<input checked="" type="checkbox"/>	Communications Director
<input checked="" type="checkbox"/>	Consumer Affairs Director

<input type="checkbox"/>	Electric & Gas Director
<input checked="" type="checkbox"/>	Records & Reporting Director
<input checked="" type="checkbox"/>	Research Director
<input type="checkbox"/>	Water & Wastewater Director
<input checked="" type="checkbox"/>	Court Reporter
<input checked="" type="checkbox"/>	Staff Contact - R. Tudor

From: Office of Chairman Susan F. Clark

Docket No. 960598-TP



Title: Request for submission of proposals for provision of relay service, beginning in June 1997, for the hearing and speech impaired, in compliance with the Florida ...

1. Schedule Information FPSC-RECORDS/REPORTING

Event	Former Date	New Date	Location	Time
Staff Workshop		06/04/1996	Tallahassee,152	09:30-18:00
Staff Workshop		06/05/1996	Tallahassee,152	09:30-18:00

Remarks: **Docket(s): 960598**
 Change in docket number from 910496. New docket # for proposal submission for provision of relay service.

2. Hearing/Prehearing Assignment Information:

Former Assignments

Hearing

Commissioners						Hrg. Exam.	Staff
ALL	CL	DS	JN	KS	GR		X

New or Changed Assignments

Commissioners						Hrg. Exam.	Staff
ALL	CL	DS	JN	KS	GR		

Prehearing Officer

Commissioners					
CL	DS	JN	KS	GR	ADM

Commissioners					
CL	DS	JN	KS	GR	ADM

Remarks:

Document ID is 96059801.CCS

Case Scheduling/Rescheduling Advice

05/15/1996

To: <input type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Ex. Director/Technical	<input type="checkbox"/> Electric & Gas Director
<input type="checkbox"/> Commissioner Johnson	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> Commissioner Kiesling	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> Research Director
<input type="checkbox"/> Commissioner Garcia	<input checked="" type="checkbox"/> Auditing & Financial Analysis Director	<input type="checkbox"/> Water & Wastewater Director
<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Communications Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - R. Tudor

From: Office of Chairman Susan F. Clark

Docket No. ~~960598-TP~~

Title: Request for submission of proposals for provision of relay service, beginning in June 1997, for the hearing and speech impaired, in compliance with the Florida ...

1. Schedule Information

Event	Former Date	New Date	Location	Time
Staff Workshop		06/04/1996	Tallahassee,152	09:30-18:00
Staff Workshop		06/05/1996	Tallahassee,152	09:30-18:00

Remarks: Docket(s): 960598
 Change in docket number from 910496. New docket # for proposal submission for provision of relay service.

2. Hearing/Prehearing Assignment Information:

Former Assignments

Commissioners						Hrg. Exam.	Staff
ALL	CL	DS	JN	KS	GR		
							X

New or Changed Assignments

Commissioners						Hrg. Exam.	Staff
ALL	CL	DS	JN	KS	GR		

Prehearing Officer

Commissioners						
CL	DS	JN	KS	GR	ADM	

Commissioners						
CL	DS	JN	KS	GR	ADM	

Remarks:

Case Scheduling/Rescheduling Advice

10/21/1997

To: <input type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Clark <input type="checkbox"/> Commissioner Kiesling <input type="checkbox"/> Commissioner Garcia <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Ex. Director/Technical <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Auditing & Financial Analysis Director <input checked="" type="checkbox"/> Communications Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Electric & Gas Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> Research Director <input type="checkbox"/> Water & Wastewater Director <input checked="" type="checkbox"/> Court Reporter <input checked="" type="checkbox"/> Staff Contact - C Miller
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From: Office of Chairman Julia L. Johnson

Docket No. 960598-TP

RECEIVED

Title: Request for submission of proposal for provision of relay service, beginning in June 1997, for the hearing and speech impaired, and other implementation ...

OCT 28 1997

1. Schedule Information

FPSC - Records/Reporting

Event	Former Date	New Date	Location	Time
Staff Meeting		11/13/1997	Tallahassee, 152	13:00-17:00

Remarks: Docket(s): 960598

2. Hearing/Prehearing Assignment Information:

Former Assignments

New or Changed Assignments

Hearing

Commissioners						Hrg. Exam.	Staff
ALL	JN	DS	CL	KS	GR		

Commissioners						Hrg. Exam.	Staff
ALL	JN	DS	CL	KS	GR		
							X

Prehearing Officer

Commissioners					
JN	DS	CL	KS	GR	ADM

Commissioners					
JN	DS	CL	KS	GR	ADM

Remarks:

Document ID is 96059801.CCS

Case Scheduling/Rescheduling Advice

10/21/1997

To: <input type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Clark <input type="checkbox"/> Commissioner Kiesling <input type="checkbox"/> Commissioner Garcia <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Ex. Director/Technical <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Auditing & Financial Analysis Director <input checked="" type="checkbox"/> Communications Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Electric & Gas Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> Research Director <input type="checkbox"/> Water & Wastewater Director <input checked="" type="checkbox"/> Court Reporter <input checked="" type="checkbox"/> Staff Contact - C Miller
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From: Office of Chairman Julia L. Johnson

Docket No. 960598-TP

RECEIVED

Title: Request for submission of proposal for provision of relay service, beginning in June 1997, for the hearing and speech impaired, and other implementation ...

NOV 21 1997

1. Schedule Information

FPSC - Records/Reporting

Event	Former Date	New Date	Location	Time
Staff Meeting		11/13/1997	Tallahassee, 152	13:00-17:00

Remarks: Docket(s): 960598

2. Hearing/Prehearing Assignment Information:

Former Assignments

New or Changed Assignments

Hearing

Commissioners						Hrg. Exam.	Staff
ALL	JN	DS	CL	KS	GR		

Commissioners						Hrg. Exam.	Staff
ALL	JN	DS	CL	KS	GR		
							X

Prehearing Officer

Commissioners					
JN	DS	CL	KS	GR	ADM

Commissioners					
JN	DS	CL	KS	GR	ADM

Remarks:

Document ID is 96059801.CCS

Case Scheduling/Rescheduling Advice

04/07/1998

To: <input type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Clark <input type="checkbox"/> Commissioner Garcia <input type="checkbox"/> Commissioner Jacobs <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Ex. Director/Technical <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Auditing & Financial Analysis Director <input checked="" type="checkbox"/> Communications Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Electric & Gas Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> Research Director <input type="checkbox"/> Water & Wastewater Director <input checked="" type="checkbox"/> Court Reporter <input checked="" type="checkbox"/> Staff Contact - C Miller
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From: Office of Chairman Julia L. Johnson

Docket No. 960598-TP

RECEIVED

APR 07 1998

Title: Request for submission of proposal for provision of relay service, beginning in June 1997, for the hearing and speech impaired, and other implementation ...

FPSC - Records/Reporting

1. Schedule Information

Event	Former Date	New Date	Location	Time
TASA Meeting		05/05/1998	Tallahassee, 152	13:00-17:00

Remarks: Involves docket(s) 960598

2. Hearing/Prehearing Assignment Information:

Former Assignments

New or Changed Assignments

Hearing

Commissioners						Hrg. Exam.	Staff
ALL	JN	DS	CL	GR	JC		

Commissioners						Hrg. Exam.	Staff
ALL	JN	DS	CL	GR	JC		

Prehearing Officer

Commissioners					
JN	DS	CL	GR	JC	ADM

Commissioners					
JN	DS	CL	GR	JC	ADM

Reason for Reassignment: 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified

Comments: Document ID is 96059802.CCS

Case Scheduling/Rescheduling Advice

02/11/1999

To: <input type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Clark <input type="checkbox"/> Commissioner Johnson <input type="checkbox"/> Commissioner Jacobs <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Ex. Director/Technical <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Auditing & Financial Analysis Director <input checked="" type="checkbox"/> Communications Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Electric & Gas Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> Research Director <input type="checkbox"/> Water & Wastewater Director <input checked="" type="checkbox"/> Court Reporter <input checked="" type="checkbox"/> Staff Contact - C Miller
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

From: Office of Chairman Joe Garcia

Docket No. 960598-TP

Title: Request for submission of proposal for provision of relay service, beginning in June 1997, for the hearing and speech impaired, and other implementation ...

1. Schedule Information

Event	Former Date	New Date	Location	Time
TASA Meeting		03/08/1999	Tallahassee, 152	13:00-17:00

Remarks: Involves docket(s) 960598-TP

2. Hearing/Prehearing Assignment Information:

Former Assignments

Hearing

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
							X

New or Changed Assignments

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		

Prehearing Officer

Commissioners					
GR	DS	CL	JN	JC	ADM

Commissioners					
GR	DS	CL	JN	JC	ADM

Reason for Reassignment: 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified

Comments: Document ID is 96059801.CCS

Case Scheduling/Rescheduling Advice

Printed on 08/12/1999 at 11:51:19

Page 1 of 1

To:

<input type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/Technical	<input type="checkbox"/> Electric & Gas Director
<input type="checkbox"/> Commissioner Clark	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> Commissioner Johnson	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input type="checkbox"/> Commissioner Jacobs	<input checked="" type="checkbox"/> Auditing & Financial Analysis Director	<input type="checkbox"/> Water & Wastewater Director
<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Telecommunications Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Laura King

From: Office of Chairman Joe Garcia

Docket Number: 960598-TP

Docket Title: Request for submission of proposal for provision of relay service, beginning in June 1997, for the hearing and speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

1. Schedule Information

Event	Former Date	New Date	Location	Time
TASA Meeting		09/13/1999	Tallahassee, Room 152	9:30 AM - 5:00 PM
TASA Meeting		09/14/1999	Tallahassee, Room 152	9:30 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JN	JC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JN	JC		
							X

Prehearing Officer

Commissioners						
GR	DS	CL	JN	JC	ADM	

Commissioners						
GR	DS	CL	JN	JC	ADM	
						X

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: Correct beginning time to 9:30 a.m.

Case Scheduling/Rescheduling Advice

Printed on 08/30/1999 at 17:04:17

Page 1 of 1

To:

<input type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/Technical	<input type="checkbox"/> Electric & Gas Director
<input type="checkbox"/> Commissioner Clark	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> Commissioner Johnson	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input type="checkbox"/> Commissioner Jacobs	<input checked="" type="checkbox"/> Auditing & Financial Analysis Director	<input type="checkbox"/> Water & Wastewater Director
<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Telecommunications Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Laura King

From: Office of Chairman Joe Garcia

Docket Number: 960598-TP

Docket Title: Request for submission of proposal for provision of relay service, beginning in June 1997, for the hearing and speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

1. Schedule Information

Event	Former Date	New Date	Location	Time
TASA Meeting	09/13/1999	Cancelled	Tallahassee, Room 152	9:30 AM - 5:00 PM
TASA Meeting	09/14/1999	Cancelled	Tallahassee, Room 152	9:30 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JN	JC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JN	JC		
							X

Prehearing Officer

Commissioners					
GR	DS	CL	JN	JC	ADM

Commissioners					
GR	DS	CL	JN	JC	ADM
					X

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: Correct beginning time to 9:30 a.m.

Case Assignment and Scheduling Record

Section 1 - Division of Records and Repor (RAR) Completes

Docket No. 960598-TP Date Docketed: 05/10/1996 Title: Request for submission of proposal for provision of relay service, beginning in June 1997, for the hearing and speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

Company:

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____ ADM _____ AFA _____ APP _____ CAF _____ (CMU) _____ EAG _____ GCL _____ LEG _____ RAR _____ PAI _____ WAW _____
 ("() " indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module B11	
Staff Assignments	
OPR Staff	R Tudor, L King
Staff Counsel	C Miller
OCRs ()	
()	
()	
()	
()	
()	

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Current CASR revision level	Due Dates	
	Previous	Current
3	NONE	02/03/2000
1. Staff Recommendation	NONE	02/15/2000
2. Agenda - Regular	12/31/1999	12/31/2000
3. Close Docket or Revise CASR		
4.		
5.		
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 01/27/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
X							

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	
	X				

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: g/b/n/z
 Date: 01/27/2000



Public Service Commission

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

RECEIVED
MAY 15 1996

DATE: May 14, 1996

TO: DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: CINDY MILLER, ASSOCIATE GENERAL COUNSEL

RE: DOCKET NO. 960598-TP - REQUEST FOR SUBMISSION OF PROPOSALS FOR PROVISION OF RELAY SERVICE

FPSC-RECORDS/REPORTING
150

Attached is an FAW Notice and a Commission Notice to be issued in the above docket. The FAW Notice must be sent to the Department of State tomorrow.

CBM/jb
Attachment

3:15
5/15/96
ah
uf

78 FAXES -
17 self Mailer

DOCUMENT NO.
16597-01

State of Florida



RECEIVED
MAY 30 1996

Public Service Commission 3:50 PM
FPSC-RECORDS/REPORTING

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

DATE: May 30, 1996
TO: BLANCA BAYO, DIRECTOR OF RECORDS AND REPORTING
FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL *CM*
RE: FAW NOTICE AND RECORDS AND REPORTING NOTICE IN DOCKET NO. 960598-TP

Please send the FAW Notice to the Department of State by next Wednesday and issue the Records and Reporting notice as soon as possible.

CM
Attachment

cc: Richard Tudor
Laura King

ok
Dist
27
17-labels
77 fold
1

State of Florida



RECEIVED
JUN 10 1996

Public Service Commission 2:55
PSC-RECORDS/REPORTING

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

DATE: June 10, 1996
TO: BLANCA BAYO, DIRECTOR OF RECORDS AND REPORTING
FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL
RE: FAW NOTICE AND RECORDS AND REPORTING NOTICE IN DOCKET
NO. 960598-TP

Attached is a Notice of Cancellation of Workshop that is ready to be issued.

CM
Attachment

cc: Richard Tudor
Laura King

A large, stylized handwritten signature or initials, possibly "CM", written in black ink.



Public Service Commission

State of Florida

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

DATE: June 26, 1996
TO: Blanco Bayó, Director, Records and Reporting
FROM: Joy Kelly, Chief, Bureau of Reporting
RE: 960598-TP, TELECOMMUNICATIONS WORKSHOP HELD 6-4-96

IN RE: Request for Submission of Proposals for Provision of Relay Service,
Beginning in June 1997.

DOCUMENT NOS. 06766, 6-24-96

The transcript for the above-described hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, CMU

The following exhibits are being filed with this transcript:

NONE

The following exhibits have not been furnished to the Bureau of Reporting to date and do not accompany this transcript:

NONE

Acknowledged by:

ms

JK/pc

PSC/RAR 28 (Rev

From: Laura King
To: Don Strickland
Subject: fwd: DOCKET 960598

===NOTE=====6/26/96=10:52am==
CC: Richard Tudor

.....
Please add the following as parties to
Docket 960598. Thanks

Mr. Robert Giuntoli
FRS Program Mgr.
Southeast Financial Center
200 S. Biscayne Blvd.
Suite 600
Miami, Fl. 33131-5310
Phone 305-372-7212

Sprint - TI793

Ms. Brandi Rarus
1321 Rutherford
#120
Austin, TX 78753
Phone 512-873-100
FAX 512-873-1075

Ms. La Rain Cikota Renz
1200 Peachtree Street, NE
Atlanta, Ga 30309-3523

Thank you.

Fwd=by:=Don=Stricklan=====

Fwd to: Laura King

.....
OK

960598-TP 6/26/96
22/8
Advisory Committee
01/24/96

Advocacy Center for Persons with Disabilities, Inc.

Ms. Tessa Little
2671 Executive Center Circle W., Suite 100
Tallahassee, FL 32301-5024
(904) 488-9071
(800) 342-0823 (Voice)
(800) 346-4127 (TDD Only)
(904) 488-8640 (Fax)

Coalition for Persons with Dual Sensory Disabilities

Mr. Harry Anderson Permanent Substitute:
16 Barcelona Avenue
St. Augustine, FL 32084-5302
(904) 823-4654 (Work/voice)
(904) 865-4654 (Suncom/voice)
(904) 471-3489 (Home/voice/TDD)
(904) 823-4018 FAX

Ms. Artie Glassman
P.O. Box 1027
St. Augustine, FL 32086
(904) 829-6481 Ext. 216
(904) 826-0094 FAX

Deaf Service Center Association ~~can be found~~

MR. DON BRANT
3445 NE 24TH STREET
OCALA, FL 34470

~~844051~~

Florida Association of the Deaf Inc.

Mr. Alexander Fleischman
4960 Sabal Palm Blvd.
Tamarac, FL 33319
(954) 977-7887
(954) 984-9198

(Summer)
Cape Windsor
63 Grant Ave
Fenwick Island, Delaware 19975

Ms. Julia Mayes
6989 Camden St.
Margate, FL 33063
(954) 341-6817 (TTY)

Florida Language Speech and Hearing Association

Mr. James I. Black, Jr.
2720 Coventry Avenue
Lakeland, FL 33803
(813) 683-4164 (home)
(800) 686-4163 (work)

forward +
mailed
notice
6064-96

Florida League of Seniors
Position Vacant

Florida Telephone Association
Mrs. Susan Langston - LEC Rep.
1311-A Paul Russell Road
Suite 102-A, P.O. Box 1776
Tallahassee, FL 32301
(904) 877-5141
(904) 878-3471 FAX

~~Mr. Jack Spooner - IXC Rep.
106 E. College Ave. Suite 1400
Tallahassee, FL 32301
(904) 425-6340
(904) 425-6343~~

~~101 N MONROE ST
SUITE 700
TALL 32301~~

Self Help for Hard of Hearing People
Mr. Alan J. Brown
830 Longhaven Drive
Maitland, FL 32751-3756
(407)644-8992 (TDD-evening)
(407)621-2585 (Voice mail-day)
E-mail - A.BROWN60@GENIE.GEIS.COM

6/26/90

Other Contacts (Not members)

960598-TP

~~Mr. Robert Giuntoli
FRS Program Mgr., FRS
Southeast Financial Center
200 S. Biscayne Blvd.,
Suite 600
Miami, FL 33131-5310
(305) 372-7212~~

Please make these people
parties of record

Mr. Norman "Doc" Horton
Attorney at Law
Messer, Caparello, Madsen, Goldman & Metz
Suite 701
215 S. Monroe Street
PO Box 1876
Tallahassee, FL 32302-1876
(904) 222-0720
FAX (904) 224-4359

Thank you,
Lynn King

Mr. James Forstall
FTRI
1311 N. Paul Russell Road
Suite 101-B
Tallahassee, FL 32301-4860
(904) 656-1414 1-800-222-3448
(904) 878-3471 FAX

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF
TELECOMMUNICATIONS ACCESS SYSTEM
ADVISORY COMMITTEE MEETING

TO ALL PARTIES AND OTHER INTERESTED PERSONS

DOCKET NO. 960598-TP
REQUEST FOR PROPOSALS FOR
PROVISION OF RELAY SERVICES

ISSUED: June 3, 1996

NOTICE is hereby given that the Florida Public Service Commission will hold an advisory committee meeting in the docket at the following time and place:

9:30 a.m., July 15, 1996
Room 152, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

PURPOSE:

To finalize the Request for Proposals for Relay Service beginning in June, 1997 and to appoint two Advisory Committee members to serve as proposal evaluators.

Further information regarding this meeting may be obtained from Richard Tudor, Division of Communications at the Florida Public Service Commission, by calling (904) 413-6516.

By DIRECTION of the Florida Public Service Commission, this 3rd day of June, 1996.



BLANCA BAYO, Director
Division of Records and Reporting

(S E A L)

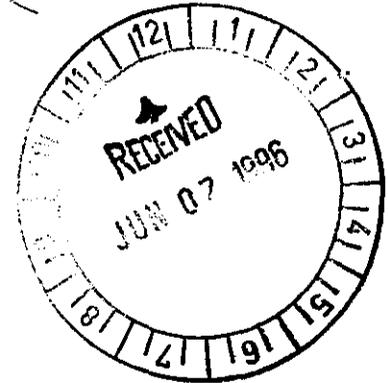
DOCUMENT NUMBER-DATE

06064 JUN-3%

FPSC-RECORDS/REPORTING

Mr. Strickland

** Please let
me know
when you are
done. (Rat)*



State of Florida.



Public Service Commission

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

DATE: July 31, 1996
TO: BLANCA BAYO, DIRECTOR OF RECORDS AND REPORTING
FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL *CM*
RE: FAW NOTICE AND RECORDS AND REPORTING NOTICE IN DOCKET
NO. 960598-TP

Please send the FAW Notice to the Department of State today and issue the Records and Reporting notice as soon as possible.

CBM/jb
Attachment

cc: Richard Tudor
Laura King

RECEIVED
JUL 31 1996
9:45 14
FPSC-RECORDS/REPORTING

ok
y

85 faxed.
22 mailers



Public Service Commission

State of Florida

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

DATE: August 7, 1996
TO: Blanco Bayó, Director, Records and Reporting
FROM: Joy Kelly, Chief, Bureau of Reporting
RE: 960598-TP, A D I V I S O R Y C O M M I T T E E M E E T I N G H E L D 7-15-96

IN RE: Request for Submission of Proposals for Provision of Relay Service,
Beginning in June, 1997.

DOCUMENT NO. 08219, 8-6-96

The transcript for the above-described hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, E&G, SOLD

The following exhibits are being filed with this transcript:

NONE

The following exhibits have not been furnished to the Bureau of Reporting to date and do not accompany this transcript:

NONE

Acknowledged by:

A handwritten signature in cursive script, appearing to read "Joy Kelly", written over a horizontal line.

JK/pc

PSC/RAR 28 (Rev



Public Service Commission

State of Florida

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

DATE: August ~~30~~, 1996
TO: Blanca Bayó, Director, Records and Reporting
FROM: Joy Kelly, Chief, Bureau of Reporting
RE: ~~069598-TP~~ Bidders Conference held 8-28-96

IN RE: Request for Submission of Proposals for Provision of Relay Service,
Beginning in June, 1997.

DOCUMENT NO. 09150, 8-28-96

The transcript for the above-described hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, CMU

The following exhibits are being filed with this transcript:

NONE

The following exhibits have not been furnished to the Bureau of Reporting to date and do not accompany this transcript:

NONE

Acknowledged by:

mas

JK/pc

PSC/RAR 28 (Rev

7/94)



Public Service Commission

-M-E-M-O-R-I-U-M-

RECEIVED

SEP 20 1996

10:25

DATE: September 20, 1996

TO: DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: OFFICE OF GENERAL COUNSEL (MILLER) *CM* FPSC-RECORDS/REPORTING

RE: DOCKET NO. 960598A-TP - TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991

1198-~~FOE~~

Please send out this Order at your earliest convenience.

CBM/jb
attachment

*faxed
rec'd - 23/7*

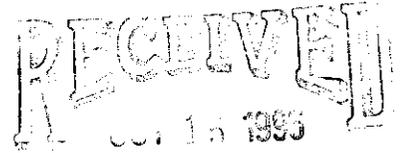
State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission



FPSC-RECORDS/REPORTING

October 14, 1996

Ms. Geri Young
20263 Hacienda Ct.
Boca Raton, FL 33498

Dear Ms. Young:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
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DIRECTOR
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Public Service Commission

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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. Lewis Gompers
888 Sun Acres Lane
Boynton Beach, FL 33437

Dear Mr. Gompers:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
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JOE GARCIA



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DIRECTOR
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Public Service Commission

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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Ms. Mary Louise Balli
5101-C N. Ocean Blvd.
Ocean Ridge, FL 33435

Dear Ms. Balli:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

✉ Encl. No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. & Mrs. Joel M. Udelson
4223 N.W. 83 Lane
Coral Springs, FL 33065-1319

Dear Mr. & Mrs. Udelson:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

DocId: 960598-TP i

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6500



Public Service Commission

FPSC-RECORDS/REPORTING

October 14, 1996

Bobby & Edith Steinman
7832 Rockford Road
Boynton Beach, FL 33437

Dear Bobby & Edith Steinman:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

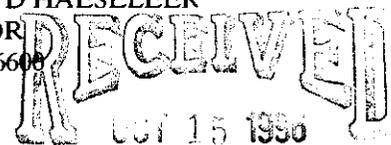
~~Docket No. 960598-TP~~

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600



Public Service Commission

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. Bernard Luber
21641 NW 3rd St. Box 308
Pembroke Pines, FL 33029

Dear Mr. Luber:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

Bucket No. 960598-TP1

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



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DIRECTOR
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OCT 15 1996

Public Service Commission

FPSC-RECORDS/REPORTING

October 14, 1996

Ms. Sara Winchester
12660 Thicket Ridge Drive
Jacksonville, FL 32258

Dear Ms. Winchester:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation



State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600



Public Service Commission

FFSC-RECORDS/REPORTING

October 14, 1996

Ms. Greta Goodman
7340 Lake Circle Dr. #405
Margate, FL 33063

Dear Ms. Goodman:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~Document No. 960598-11~~

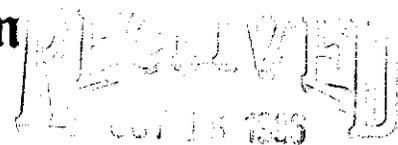
State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission



October 14, 1996

FPSC-RECORDS/REPORTING

Ms. Alice D. Weingart
4145 Cypress Reach Court
Pompano Beach, FL 33069

Dear Ms. Weingart:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
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JOE GARCIA



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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. Michael J. Bove
607 S. State Rd 7
Margate, FL 33068

Dear Mr. Bove:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



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DIRECTOR
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Public Service Commission

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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. Joseph S. Pomichowski
7622 Santee Terrace
Lake Worth, FL 33467

Dear Mr. Pomichowski:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

Docket No. 960598-TP 1

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



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Public Service Commission

RECEIVED
OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. Richard Gluckman
10768 Queen Palm Ct.
Boca Raton, FL 33498

Dear Mr. Gluckman:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

Order No. 960398-TT

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



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DIRECTOR
(904) 413-6600

Public Service Commission

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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. Felix H. Matzat, Jr.
191 E. Lansdowne Ave.
Orange City, FL 32763-4935

Dear Mr. Matzat, Jr.:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

██████████ No. 96598-TP /

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



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DIRECTOR
(904) 413-1100

Public Service Commission

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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Robert & Geneva Lange
9 Flamingo Drive
St. Augustine, FL 32084

Dear Robert & Geneva Lange:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~Subject No. 000598-TP~~

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



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DIRECTOR
(904) 413-6600

Public Service Commission

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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Ms. Rita L. Slater
P. O. Box 860235
St. Augustine, FL 32086

Dear Ms. Slater:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~CONFIDENTIAL~~ No. 968598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
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DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

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OCT 15 1996

FPSC-RECORDS/REPORTING

October 14, 1996

Mr. William Wheeler
4601 SW 30th Way
Ft. Lauderdale, FL 33312

Dear Mr. Wheeler:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: ~~_____~~ Lot No. 960-18-TP

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OCT 14 1996

FPSC-RECORDS/REPORTING

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA

DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

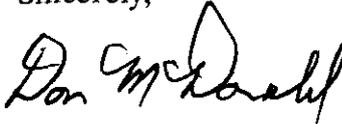
October 14, 1996

Ms. Frances Urgola
838 W. Palmetto Park Road
Boca Raton, FL 33486

Dear Ms. Urgola:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,



Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: ~~Docket No. 960598-TP~~

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

RECEIVED
OCT 17 1996

October 16, 1996

FPSC-RECORDS/REPORTING

Mr. Tom Mayes
6989 Camden Court
Margate, FL 33063

Dear Mr. Mayes:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation



State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission **RECEIVED**
OCT 17 1996

October 16, 1996

FPSC-RECORDS/REPORTING

Ms. Margie Gompers
888 Sun Acres Lane
Boynton Beach, FL 33436

Dear Ms. Gompers:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~CONFIDENTIAL~~

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

RECEIVED
OCT 17 1996

October 16, 1996

FPSC-RECORDS/REPORTING

Ms. Shirley Lerner
260 NW 76th Ave. #208
Margate, FL 33063-4862

Dear Ms. Lerner:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~CONFIDENTIAL~~ 960502-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

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OCT 17 1996

FPSC-RECORDS/REPORTING

October 16, 1996

Mrs. Loretta Hamel
4025 N. Federal Hwy #B-213
Ft. Lauderdale, FL 33308

Dear Mrs. Hamel:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~CONFIDENTIAL~~

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 403-6200

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OCT 17 1996

Public Service Commission

FPSC-RECORDS/REPORTING

October 16, 1996

Ms. Elaine E. Anderson
16 Barcelona Ave.
St. Augustine, FL 32084

Dear Ms. Anderson:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~Document No. 96-100-TP~~

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

RECEIVED
OCT 17 1996

October 16, 1996

FPSC-RECORDS/REPORTING

Victoria M. & Donald B. Cooler
332 Cypress Road
St. Augustine, FL 32086

Dear Victoria & Donald Cooler:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

~~Order No. 96-0037~~

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission **RECEIVED**
OCT 17 1996

October 16, 1996

FPSC-RECORDS/REPORTING

Ms. Bodil C. Tvede
9812A 62nd Terrace South
Boynton Beach, FL 33437

Dear Ms. Tvede:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation



File

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. William Wheeler
4601 SW 30th Way
Ft. Lauderdale, FL 33312

Dear Mr. Wheeler:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads 'Don McDonald'.

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Richard & Dorothy Summers
1109 W. Smith St.
Orlando, FL 32804

Dear Richard & Dorothy Summers:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads 'Don McDonald'.

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Ms. Nina Strader
13139 SE 49th Ct.
Belleview, FL 34420

Dear Ms. Strader:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads 'Don McDonald'.

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. Ronald Spencer
President
Bay Area Deaf Senior Citizens, Inc.
P. O. Box 8543
Celarwater, FL 34618-8543

Dear Mr. Spencer:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. Joe Shoupe
1st Vice-President
St. Petersburg Association of the Deaf, Inc.
P. O. Box 2730
St. Petersburg, FL 33780

Dear Mr. Shoupe:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Ms. Lisa T. Purdy
8200 NW 47th St.
Lauderhill, FL 33351

Dear Ms. Purdy:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Rosemary & Harold Nikolaus
7380 NW 18th St., #101
Margate, FL 33063-6871

Dear Rosemary & Harold Nikolaus:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. William C. Neal
Secretary
St. Petersburg Association of the Deaf, Inc.
P. O. Box 2730
St. Petersburg, FL 33780

Dear Mr. Neal:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP⁶

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. Ira Lerner
260 NW 76th Ave.
Margate, FL 33063-4847

Dear Mr. Lerner:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TPf

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Lawrence & Thelma Leitson
2924 Raeford Rd.
Orlando, FL 32806

Dear Lawrence & Thelma Leitson:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP:

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Faye F. Kegan 2405 Winona Ave.
Leesburg, FL 34748-5428

Dear Faye F. 2405 Winona Ave.
Leesburg, FL 34748-5428:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP#

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Ms. Joyce A. Godbey
4439 Davis Road
Lake Worth, FL 33461

Dear Ms. Godbey:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. Franklin G. Crespo, Sr.
8200 NW 47th St.
Lauderhill, FL 33351

Dear Mr. Crespo, Sr.:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TR

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. & Mrs. William A. Campos
29 Walcott Drive
Boynton Beach, FL 33462

Dear Mr. & Mrs. Campos:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP*

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Ms. Marie E. Boyd
9812 62nd Terrace S. Apt A
Boynton Beach, FL 33437

Dear Ms. Boyd:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. John W. Blaylock
President
St. Petersburg Association of the Deaf, Inc.
P. O. Box 2730
St. Petersburg, FL 33780

Dear Mr. Blaylock:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 21, 1996

Mr. Maurice Abenchuchan
3984 Sea Eagle Circle
St. Augustine, FL 32086

Dear Mr. Abenchuchan:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP7

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Ms. Elaine Anderson:
C/O Florida School for the Deaf and Blind
207 N. San Marco Avenue
St. Augustine, FL 32084-2799

Dear Ms. Anderson:

Thank you for taking time to write Mr. Richard Tudor concerning the results of the survey question dealing with the Florida Relay Service. We also appreciate your encouraging students at the school to write giving us their first hand experience. As you are aware, we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Mr. Vito and Mrs. Anshea Cinquemani
122 Mayfair Lane
Boynton Beach, FL 33462

Dear Mr. and Mrs. Cinquemani:

Thank you for your letters to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP⁶

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Ms. Eleanor S. Corella
6718 Parkway Drive North
Margate, FL 33068

Dear Ms. Corella:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Ms. Gertrude Deitch
7320 Lake Circle Drive, Unit #406
Margate, FL 33060

Dear Ms. Deitch:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida



Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA

DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

October 23, 1996

Mr. Louis and Mrs. Julia Palumbo
7310 NW 18th Street, Unit #103
Margate, FL 33063-6858

Dear Mr. and Mrs. Palumbo:

Thank you for your letters to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP*

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Ms. Nanette Roberts
5937 Forest Hill Blvd., Apt. #206
West Palm Beach, FL 33415

Dear Ms. Roberts:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP /

State of Florida

File

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Mr. Saul and Mrs. Bertha Schiff
7205 NW 4th Place, Apt. 107
Margate, FL 33063-4252

Dear Mr. and Mrs. Schiff:

We thank both of you for taking time to write Mr. Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Ms. Eleanor Struble
2300 Park Lane, Apt. #309
Hollywood, FL 33021

Dear Ms. Struble:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Fils

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 23, 1996

Mr. Bodil C. Tvede
9812A 62nd Terr. South
Boynton, FL 33437

Dear Mr. Tvede:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Don McDonald'.

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP#

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Mr. Tyson Zimmerman
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Mr. Zimmerman:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP6

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Mr. Terrence W. Toppin, President
Palm Beach County Association of the Deaf, Inc.
10 Via Sorrento
Palm Beach Gardens, FL 33418

Dear Mr. Toppin:

Thank you for taking time to write Mr. Richard Tudor outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Ms. Melisa Johnson
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Ms. Johnson:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP₂

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Ms. Jessie Horton
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Ms. Horton:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TR

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Ms. Deanna Heaton
5908 Pine Creek Drive
St. Augustine, FL 32092

Dear Ms. Heaton:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP 4

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Ms. Angie Guettler
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Ms. Guettler:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP.

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Ms. Kwanza Granger
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Ms. Granger:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Mr. Tony Gardner
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Mr. Gardner:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service.

Please be advised that you have the option of requesting that your call be handled by either a female or male communications assistant.

Since we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December, your comments are both informative and timely.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: **Docket No. 960598-TP**

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Mr. William (Bebo) E. Cooper
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Mr. Cooper:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Mr. Ryan Carrera
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Mr. Carrera:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 24, 1996

Ms. Carla Anchondo
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Ms. Anchondo:

Thank you for taking time to write Ms. Blanco Bayo outlining your experience(s) with the Florida Relay Service (FRS).

All FRS personnel are aware that every conversation is confidential and is not to be discussed with anyone but the parties on the call. While we understand that the request for your mother to say "Go Ahead" may seem awkward, it does help the operator as some people make long pauses between words. Therefore, the operator may not know whether the person is done speaking or is merely taking a breath if they don't get a statement such as "Go Ahead."

Since we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December, your comments are appreciated as they are both informative and timely.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 25, 1996

Mr. Dennis J. Walsh
24 Misty Falls Drive
Ormon Beach, FL 32174

Dear Mr. Walsh:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads 'Don McDonald'.

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 25, 1996

Mr. A. H. and Mrs. Teresa Van Loon
5105 Sunrise Blvd
Orlando, FL 32803

Dear Mr. A. H. Van Loon:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP/

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 25, 1996

Mr. Martin S. Price
C/O Florida School for the Deaf and the Blind
207 North San Marco Avenue
St. Augustine, FL 32084

Dear Mr. Price:

Thank you for taking time to write Ms. Blanca Bayo outlining your experience(s) with the Florida Relay Service. Your comments are both informative and timely as we are in the process of evaluating bids from AT&T, MCI, and Sprint and expect to award the contract in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP/

From: Richard Tudor
To: Laura King
Subject: fwd: ATT

===NOTE=====10/30/96==2:58pm=
In ATT's letter of 10/28 answering
clarification questions, in question 8,
ATT asks for the return of its original
bid security deposit since it has now
filed a replacement. Talk to Kay Flynn or
Don Strickland and ask them how we go
about returning that and send it back.

Fwd=by:=Laura=King=====10/30/96==3:14pm=
Fwd to: Don Strickland, Kay Flynn
.....
Don or Kay can you please let me know what
I need to do-this is part of Docket
960598? Thanks

Fwd=by:=Kay=Flynn=====10/30/96==3:48pm=
Fwd to: Laura King
CC: Don Strickland, Richard Tudor
.....
Laura, you or Richard should send RAR (you
can direct it to me) a memo repeating what
you've said in this e-mail, and I will use
it as a basis for returning the deposit
document.

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 31, 1996

RECEIVED
OCT 31 1996

Ms. Ruth S. Brown
6 Walcott Drive
Boynton Beach, FL 33462-7008

FPSC-RECORDS/REPORTING

Dear Ms. Brown:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

[Redacted area]
Record 2380 one

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 31, 1996

Ms. Ronnie Mae Tyson
C/O State of Florida
Department of Labor and Employment Security
Division of Vocational Rehabilitation
2457 U. S. Highway 1 South
St. Augustine, FL 32081

Dear Ms. Tyson:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: **Docket No. 960598-TP**
Record 2381

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 31, 1996

Mr. Lester and Mrs. Donna Mecklem
3350 N. E. 17 Way
Ft. Lauderdale, FL 33334

Dear Mr. and Mrs. Mecklem:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: **Docket No. 960598-TP**
Record 2384

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 31, 1996

Mr. Anthony Lodese
313 Pine Ridge Circle, A-1
Green Acres, FL 33467

Dear Mr. Lodese:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: **Docket No. 960598-TP**
Record 2385

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

October 31, 1996

Ms. Nellie Joseph
5076 Minto Road
Boynton Beach, FL 33437

Dear Ms. Joseph:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960598-TP
Record 2390

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA

DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

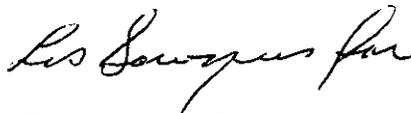
October 31, 1996

Ms. Romaine Tartonis
12-B Ridgepoint Drive
Boynton Beach, FL 33435

Dear Ms. Tartonis:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,



Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: **Docket No. 960598-TP**
Record 2414

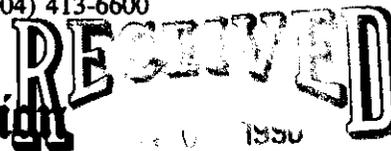
State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600



Public Service Commission

FPSC-RECORDS/REPORTING

November 4, 1996

Mr. Giro J. and Mrs. Mary Jane Marino
17753 S.E. 95th Court
Summerfield, FL 34491

Dear Mr. and Mrs. Marino:

Thank you for your letters to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 960-18-TP
Records 2392 & 2398

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

RECEIVED
NOV 6 1996

November 4, 1996

FPSC-RECORDS/REPORTING

Mr. Edward Oulton
131 E. 9th Street
Salida, CO 81201

Dear Mr. Oulton:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 96-98-TP
Record 2393

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

RECEIVED
NOV 11 1996

FPSC-RECORDS/REPORTING

November 4, 1996

Mr. Normand A. Martin
1507 W. Schwartz Blvd.
Lady Lake, FL 32159

Dear Mr. Martin:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 96018-TP
Record 2399

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission **RECEIVED**
1996

November 4, 1996

FPSC-RECORDS/REPORTING

Ms. Mary Lou Mistretta
408 N.W. 68th Avenue, Unit #206
Plantation, FL 33317

Dear Ms. Mistretta:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Don McDonald for'.

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 96078-TP
Record 2419

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission **RECEIVED**
NOV 10 1996

FPSC-RECORDS/REPORTING

November 4, 1996

Mr. John D. and Mrs. Patricia D. Foskett
1640 E. Harwood Street
Orlando, FL 32803-5507

Dear Mr. and Mrs. Foskett:

Thank you for your letters to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 96078-TP
Record 2420

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

RECEIVED
NOV 13 1996

FPSC-RECORDS/REPORTING

November 4, 1996

Ms. Carmen S. Tiberio
46 Menendez Road
St. Augustine, FL 32084

Dear Ms. Tiberio:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: ~~Docket No. 96054-TP~~
Record 2421

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6000

RECEIVED
NOV 10 1996

Public Service Commission

FPSC-RECORDS/REPORTING

November 4, 1996

Mr. Tim and Mrs. Tina Wata
7651 Eldorado Place
Orlando, FL 32818-3045

Dear Mr. and Mrs Wata:

Thank you for your letter to Richard Tudor concerning the provisioning of the Florida Telecommunications Relay Service. We currently are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the bid in December.

Sincerely,

A handwritten signature in cursive script, appearing to read "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: **Docket No. 960573-TP**
Record 2422

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA

DIVISION OF COMMUNICATIONS

WALTER P. HAESELEER

DIRECTOR
(31) 243-6600

REC-114

FPSC-RECORDS/REPORTING

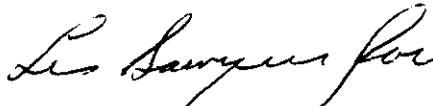
November 4, 1996

Mr. Willie C. Robinson
Region VIII Administrator
Florida Department of Labor and Employment Security
Division of Jobs and Benefits -- Region VIII
8300 NW 53rd Street, Suite 200
Miami, Fl 33166

Dear Mr. Robinson:

Thank you for taking time to write Mr. Richard Tudor concerning your experiences with the Florida Telecommunications Relay Service. Your comments are both appreciated and timely as we are in the process of evaluating bids from MCI, Sprint, and AT&T and expect to award the contract in December.

Sincerely,



Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Evaluation

cc: Docket No. 96-36-TPF
Record 2418



Public Service Commission

State of Florida

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

DATE: December 5, 1996
TO: Blanca Bayó, Director, Records and Reporting
FROM: Joy Kelly, Chief, Bureau of Reporting
RE: 960598-TP, ITEM 3 OF 12-2-96 AGENDA CONFERENCE

IN RE: Request for submission of proposals for provision of relay service, beginning in June 1997, for the hearing and speech impaired, in compliance with the Florida Telecommunications Access System Act of 1991.

DOCUMENT NO. 12943, 12-3-96

The transcript for the above-described hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

CMU

The following exhibits are being filed with this transcript:

NONE

The following exhibits have not been furnished to the Bureau of Reporting to date and do not accompany this transcript:

NONE

Acknowledged by:

Wan

JK/pc

PSC/RAR 28 (Rev
7/94)



13221 Woodland Park Road
Herndon, VA 20171

December 4, 1996

Mr. Richard Tudor
c/o Ms. Blanca Bayo
Division of Records and Reporting
The Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED
DEC 06 1996

FPSC-RECORDS/REPORTING

RE: Docket No. ~~960000-TP~~

Dear Mr. Tudor:

Regarding your letter dated December 2, 1996, Sprint Communications Company, L.P. (Sprint) is hereby filing this notice of protest as required by law. Additionally, in accordance with the applicable Florida Statutes, Sprint will be filing within 10 days of this letter a detailed written protest.

If you need any additional information, please contact the undersigned at (703) 904-2215.

Sincerely,

A handwritten signature in cursive script, appearing to read "Regina Woelfle".

Regina Woelfle
Contract Administrator

1. Complete Form 3811, PS Form 3811, December 1994
 2. Complete items 3, and 4a & b.
 3. Fill in item 5 and address on the reverse of this form so that we can return the parcel to you.
 4. Attach this form to the front of the package, or on the back if space does not permit.
 5. When "Return Receipt Requested" is the indication below the article number, the return receipt will show to whom the article was delivered and the date delivered.

Fee:
 1. Addressee's Address
 2. Restricted Delivery
 Consult postmaster for fee.

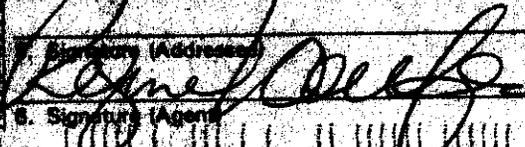
3. Article Addressed to: **960578-7P**
Ms. Regina Woolfie
Sprint Communications Co.
15221 Woodland Park Rd.
Herndon VA 22071

4a. Article Number
97-001

4b. Service Type
 Registered Insured
 Certified COD
 Express Mail Return Receipt for Merchandise

7. Date of Delivery

8. Addressee's Address (Only if requested and fee is paid)

5. Signature (Agent)


PS Form 3811, December 1994 **RECEIPT**

Thank you for using Return Receipt Service.

RECEIVED
 JAN 15 1997
 FPSC-RECORDS/REPORTING

960578-7P

State of Florida

Julia L. Johnson
Chairman



Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(904) 413-6044
FAX (904) 413-6019

Public Service Commission

January 15, 1997

RECEIVED
JAN 21 1997

Mr. Robert & Mrs. Geneva Lange
9 Flamingo Drive
St. Augustine, Florida 32084

FPSC-RECORDS/REPORTING

Dear Mr. & Mrs. Lange:

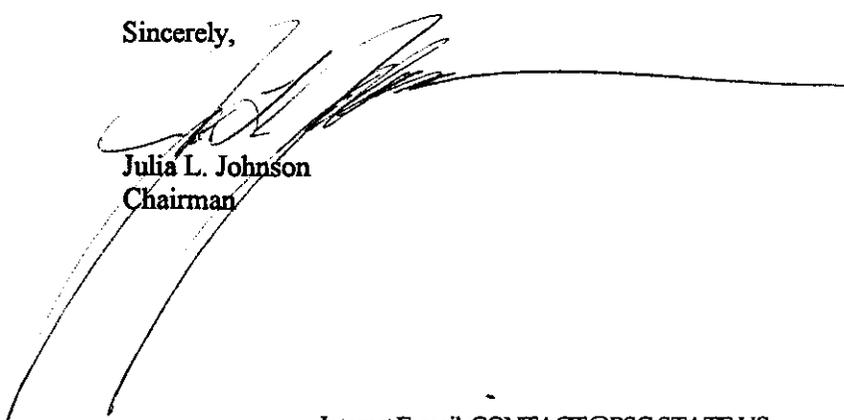
Thank you for your letter dated November 26, 1996, regarding the selection of MCI as Florida's relay service provider. I would like to begin by providing some information on the selection procedure. On August 14, 1996, the Commission issued its Request for Proposals (RFP) for relay service. The RFP described the relay service that should be provided beginning June 1, 1997 and outlined the proposal evaluation procedure. Each bidder was required to submit its bid on the basis of a three-year contract. Bids were received from 1) AT&T Communications of the Southern States, Inc. (AT&T), 2) MCI Telecommunications Corporation (MCI), and 3) Sprint Communications Company, Limited Partnership (Sprint).

A point system was used for evaluating the proposals. A weight of 60% was given to the technical aspect of the proposal and a weight of 40% was given to the price aspect of the proposal; thus, the technical aspect received a 50% greater weight than price. The Proposals Review Committee (PRC), consisting of three Commission staff members and two Advisory Committee members, evaluated each technical proposal. The price proposals were submitted in sealed envelopes separate from the company's technical proposal and were opened on November 18, 1996 after the technical review process was completed. This arduous review process took some six weeks to complete.

Based on the evaluation by the PRC of the technical proposals and the results of the price proposals, MCI received the highest score. As a result, the Commission voted on December 2, 1996 to contract with MCI to provide relay service under the new contract beginning June 1, 1997.

Thank you again for your letter. I hope the above information is helpful in understanding how and why MCI was selected. If you have any further questions, please contact me.

Sincerely,


Julia L. Johnson
Chairman

cc: Division of Records and Reporting
E-MAIL-TP

cmk

Robert and Geneva Lange
9 Flamingo Drive
St. Augustine, FL 32084
(904) 824-3379 TTY

96-0408 NOV 26

November 26, 1996

Ms. Susan F. Clark
Chairman
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

VIA FAX - 904-413-6041

RECEIVED

NOV 26 1996

Florida Public Service Comm.
Commissioner Clark

Dear Madame Chair,

We've just learned that MCI has been recommended provider of the relay services in Florida—again—after five miserable years of terrible service. Why are the pleas of the deaf and hard of hearing citizens of Florida being ignored?

We look to government to be fair and equitable in the provision of services to its citizens. It seems grossly unfair that the general public has the choice of several telephone companies to provide the service, but we have to take the crumbs literally by having imposed on us the worse telephone relay provider for relay services - that is MCI!

We have been in contact with deaf leaders throughout the country and the consensus is that Sprint (in second place) is the best in term of efficiency, courtesy, and speed. And to think Sprint lost by 004 because MCI offered a lower pricing formula. It spells horror for us because the lowered price will unquestionably result in an even poorer quality of services to be offered to us during the next three years.

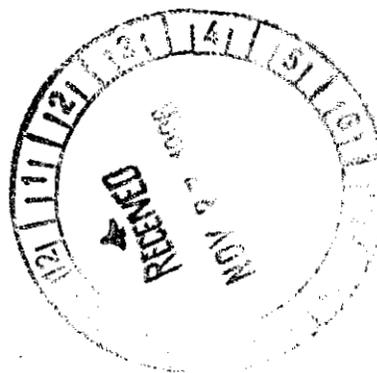
Maryland, Iowa, Minnesota, and Montana got the lowest price from MCI, but their state governments chose to respond to the needs of the deaf and hard of hearing people in their states by giving the contracts to Sprint. Can't Florida do the same?

We are appealing to you Commissioners to overturn the recommendation, re-open the bids, or re-evaluate the whole process. Please restore our faith in the State of Florida!

Sincerely,

Robert & Geneva Lange
Robert and Geneva Lange

cc: Terry Deason, Commissioner
Julia L. Johnson, Commissioner
Diane K. Kiesling, Commissioner



State of Florida

Julia L. Johnson
Chairman



Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(904) 413-6044
FAX (904) 413-6019

Public Service Commission

January 15, 1997

RECEIVED
JAN 21 1997

Ms. Rita Slater
Post Office Box 860235
St. Augustine, Florida 32086

FPSC-RECORDS/REPORTING

Dear Ms. Slater:

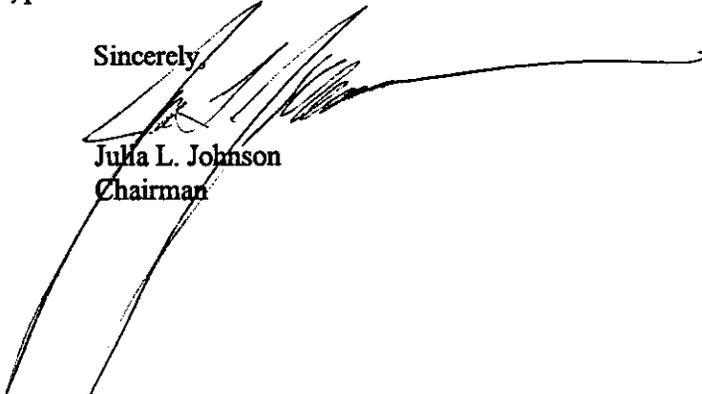
Thank you for your letter regarding the selection of MCI as Florida's relay service provider. I would like to begin by providing some information on the selection procedure. On August 14, 1996, the Commission issued its Request for Proposal (RFP) for relay service. The RFP described the relay service that should be provided beginning June 1, 1997. Each bidder was required to submit its bid on the basis of a three-year contract. Bids were received from 1) AT&T Communications of the Southern States, Inc. (AT&T), 2) MCI Telecommunications Corporation (MCI), and 3) Sprint Communications Company, Limited Partnership (Sprint).

A point system was used for evaluating the proposals. A weight of 60% was given to the technical aspect of the proposal and a weight of 40% was given to the price aspect of the proposal; thus, the technical aspect received a 50% greater weight than price. The Proposals Review Committee (PRC), consisting of three FPSC staff members and two Advisory Committee members, evaluated each technical proposal. The price proposals were submitted in sealed envelopes separate from the company's technical proposal and were opened on November 18, 1996. This arduous review process took some six weeks to complete.

Based on the evaluation by the PRC of the technical proposals and the results of the price proposals, staff recommended that a letter of intent be issued notifying all bidders that MCI should be awarded the contract as Provider of the Florida Telecommunications Relay System. The letter of intent was sent by certified mail on December 3, 1996.

Thank you again for your letter. I hope the above information is helpful in understanding how MCI was selected. If you have any questions or concerns, please contact Mr. Richard Tudor at 904-413-6516.

Sincerely,


Julia L. Johnson
Chairman

cc: Division of Records and Reporting
DN [REDACTED] TP

P.O. BOX 860235
 St. Augustine, FL 32086

TO: Ms. Susan F. Clark, Chairman
 Florida Public Service Commission
 FAX: 904-413-6395

FROM: Rita L. Slater 904-794-6993 FAX
 DATE: November 26, 1996

96-0413 NOV 27

RECEIVED

MESSAGE:

NOV 27 1996

Dear Ms. Clark,

I have just learned that MCI was selected to continue to provide the Relay Service to Florida for another three years. I was disappointed with the decision and want to take the opportunity to express my concerns.

I understand that the evaluation process was established to give a fair chance to each of the vendors participating and yet, it does not focus on the larger issues. The evaluation was correct in scoring Sprint as the highest technical bidder. Technology should be the most important factor, and giving it 60 percent of the score is not enough. It deserves a higher percentage than that.

For residents of Florida and deaf persons, the relay service has great impact on our ability to function and perform well in society. We, the deaf consumers, rely on you people to make decisions about how OUR telecommunication needs will be met and we expect you to meet our needs by providing the highest qualified service. It is WE, the deaf consumers using relay service, who should make the choice.

The quality of service provided by MCI during the past several years is far less than ideal. I dread the thought of continuing another three years with MCI. Imagine yourself preferring to any free TDD 800 numbers than using the current relay service. Imagine yourself dreading to use MCI's relay service while making important calls. Imagine yourself becoming frustrated while making calls through the relay service. Imagine yourself hoping to get a qualified communication operator every time you place a call through MCI's relay service. Imagine yourself ending after a frustrated call rather than continuing with added calls. Imagine yourself hanging up immediately after recognizing a poorly-qualified communication operator. Imagine yourself trying to make sense of a long call on tape by crossing out misspelling and errors in each line. Imagine yourself preferring to send messages by fax to businesses, which is exactly what I am doing with this message. Not only we, the deaf consumers, but several hearing people, also have complained about the quality of service provided by MCI. My carpet cleaner recently asked me the prices of TDD machines. I asked him why and he said he was dissatisfied with MCI's service and felt he would have better communications with deaf customers by owning a TDD machine. These problems mentioned above are just a few of the many complaints going on amongst the deaf of Florida.

Sprint had the highest score in quality. With good quality, comes a higher cost. Yet, their proposed price per minute was still ten cents less than what the state is paying today. You selected MCI because it offered a cheaper service, yet we would suffer another three years of less-than-desirable quality. Obviously, you chose cheaper cost over quality service which the deaf people prefer. You can select a service that assures the best quality and still allows you to pay less than what you are paying today.

I am asking you to reconsider and change your recommendation for MCI. I ask you to re-evaluate the evaluation process and give higher points for technical quality. I ask that you to listen to us, deaf consumers who depend on and deserve the best qualified relay service. I ask you to think how you would feel if you were in our shoes.

I understand that there is some problems right now in California with MCI (my deaf brother and daughter live there). It shows clearly how the frustration of consumers who have been forced to switch to a vendor that was chosen by the state instead of the people who use it. We don't want that here in Florida.

Thank you.

Rita L. Slater

State of Florida

Julia L. Johnson
Chairman



Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(904) 413-6044
FAX (904) 413-6019

Public Service Commission

January 15, 1997

RECEIVED
JAN 21 1997

Mr. Thomas A. Mayes, Ph.D.
6989 Camden Court
Margate, Florida 33063

FPSC-RECORDS/REPORTING

Dear Dr. Mayes:

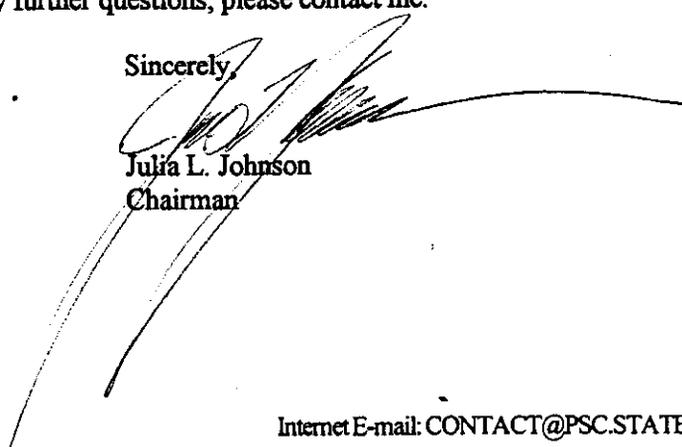
Thank you for your letter dated November 24, 1996, regarding the selection of MCI as Florida's relay service provider. I would like to begin by providing some information on the selection procedure. On August 14, 1996, the Commission issued its Request for Proposals (RFP) for relay service. The RFP described the relay service that should be provided beginning June 1, 1997 and outlined the proposal evaluation procedure. Each bidder was required to submit its bid on the basis of a three-year contract. Bids were received from 1) AT&T Communications of the Southern States, Inc. (AT&T), 2) MCI Telecommunications Corporation (MCI), and 3) Sprint Communications Company, Limited Partnership (Sprint).

A point system was used for evaluating the proposals. A weight of 60% was given to the technical aspect of the proposal and a weight of 40% was given to the price aspect of the proposal; thus, the technical aspect received a 50% greater weight than price. The Proposals Review Committee (PRC), consisting of three Commission staff members and two Advisory Committee members, evaluated each technical proposal. The price proposals were submitted in sealed envelopes separate from the company's technical proposal and were opened on November 18, 1996 after the technical review process was completed. This arduous review process took some six weeks to complete.

Based on the evaluation by the PRC of the technical proposals and the results of the price proposals, MCI received the highest score. As a result, the Commission voted on December 2, 1996 to contact with MCI to provide relay service under the new contract beginning June 1, 1997.

Thank you again for your letter. I hope the above information is helpful in understanding how and why MCI was selected. If you have any further questions, please contact me.

Sincerely,


Julia L. Johnson
Chairman

cc: Division of Records and Reporting
DR 96598-TP

RECEIVED

NOV 26 1996

96-0409 NOV 26

Florida Public Service Comm.
Commissioner Clark

Nov. 24, 1996

Susan Clark
Chair
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Clark:

I have been informed that the Florida Public Service Commission intends to renew the MCI contract to provide telecommunications services to deaf and hard of hearing people in Florida for the next three years. I would like to register a protest.

According to the PSC announcement (11/20/ 1996) SPRINT received the highest evaluation score for service capability and quality, while MCI offered the lowest cost. Let me quote a statement made by Dr. Roslyn Rosen, Vice President for Academic Affairs at Gallaudet University and an internationally known spokesperson for deaf people:

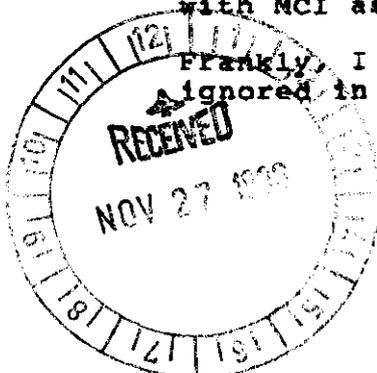
"As we deaf people know, access without quality mocks the law and dismisses us as human beings."

My wife and I have been daily consumers of the Florida Relay Services since its inception. We count among our dearest friends key people on the staff of MCI and FRS and we have sincere concerns for their welfare. However, placing principle above politics, we cannot say that we are getting the best possible services from FRS. We never know from one call to the next what kind of help we will get from MCI--will the Communication Assistant be able to spell all the words in an important business call correctly? Will the CA be able to type decently and at a speed specified for their employment? Too often we are disappointed. Apparently the Miami area is not a good job market for finding competent and efficient CAs.

Accompanying this letter is a copy of one written by Leslie Elion, a deaf attorney in San Diego, a professional person who depends on first rate relay services. The State of California was formerly served by SPRINT. Now it deals with MCI. Ms Elion emphatically expresses her dissatisfaction with MCI as compared to SPRINT.

Frankly, I feel dismissed. I feel my needs are being ignored in order to save money. If the millions of

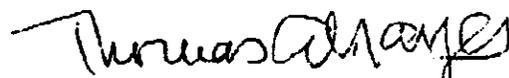
(con't)



--2

hearing people in Florida made a protest about their phone services, I am sure their protests would be heeded. But, for a disabled person . . . is the PSC equally concerned?

Sincerely yours,



Thomas A. Mayes, Ph.D.
6989 Camden Court
Margate, FL 33063

cc: Terry Deason
Julia L. Johnson
Diane K. Kiesling

(enclosure)

Leslie Allen, Esq.
1219 28th Street
San Diego, CA 92108-2848
TTY/FAX: (619) 288-8887

TO: Wesley M. Franklin, Executive Director, CPUC (619) 703-1788
Sharon Safran, Customer Affairs Manager, DDTP (619) 287-2931
DATE: 18 November 1996
RE: California Relay Service

Dear Mr. Franklin and Ms. Safran:

I am a lawyer and a Deaf consumer. I use the California Relay Service daily for myriad reasons, both personal and professional. The transition from Sprint to MCI, however, has caused me considerable inconvenience and embarrassment, as well as untold frustration. If I could, I would turn to another provider to place intrastate calls, but California's failure to meet the "functional equivalency" requirement of 401, 47 U.S.C. 225(a)(3) of the Americans with Disabilities Act precludes me from exercising that right.

Let me enumerate some of the many examples of incompetent service I have encountered. Poor or nonexistent spelling. Typing speed that even a high schooler could exceed. Inadequate vocabulary. Unfamiliarity with the keyboard, resulting in improperly pressing the "interrupt" or "numbers" keys. Inadequate command of English skills, both written and spoken. Omission of information in a relayed conversation. Failure to identify CRS. Frustrated operators. Bungled conversations. And these are not the least of the problems that now plague CRS and shortchange Deaf and hearing users alike.

Clearly, the CPUC and DDTP have failed to discharge their responsibilities to the Deaf and hearing people of California. In selecting the lowest bidder without determining its readiness to assume the reins, you have jeopardized relay services, driven out secondary carriers who cannot reasonably make a profit, and cheated TTY users who are legally entitled to multivendor choice.

The bidding process must be changed to prevent a recurrence of this debacle. In addition, remedial action must be taken both to bring the relay services up to par and to institute functional equivalency as mandated by law. If you do nothing, I can assure you that you will be faced with a class-action suit, and the FCC will be petitioned to decertify the California Relay Service.

Quality should never be sacrificed to economics. But the CPUC and DDTP have evidently done just that. Congratulations. You have succeeded in transforming California's impressive relay services into one of the worst in the nation.

I expect to see corrective action taken, and soon.

Sincerely,

Leslie Allen, Esq.

State of Florida

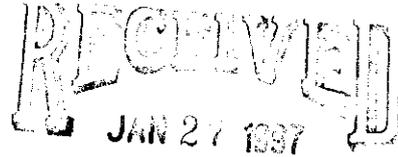
Julia L. Johnson
Chairman



Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(904) 413-6044
FAX (904) 413-6019

Public Service Commission

January 23, 1997



FPSC-RECORDS/REPORTING

Mr. John W. Blaylock, President
Mr. William C. Neal, Secretary
St. Petersburg Association of the Deaf, Inc.
7190 76th Street, North
Pinellas Park, Florida 33780

Dear Messrs. Blaylock and Neal:

Thank you for your letter regarding the selection of MCI as Florida's relay service provider. I would like to begin by providing some information on the selection procedure. On August 14, 1996, the Commission issued its Request for Proposal (RFP) for relay service. The RFP described the relay service that should be provided beginning June 1, 1997. Each bidder was required to submit its bid on the basis of a three-year contract. Bids were received from 1) AT&T Communications of the Southern States, Inc. (AT&T), 2) MCI Telecommunications Corporation (MCI), and 3) Sprint Communications Company, Limited Partnership (Sprint).

A point system was used for evaluating the proposals. A weight of 60% was given to the technical aspect of the proposal and a weight of 40% was given to the price aspect of the proposal; thus, the technical aspect received a 50% greater weight than price. The Proposals Review Committee (PRC), consisting of three Florida Public Service Commission (FPSC) staff members and two Advisory Committee members, evaluated each technical proposal. The price proposals were submitted in sealed envelopes separate from the company's technical proposal and were opened on November 18, 1996. This arduous review process took some six weeks to complete.

Based on the evaluation by the PRC of the technical proposals and the results of the price proposals, staff recommended that a letter of intent be issued notifying all bidders that MCI should be awarded the contract as Provider of the Florida Telecommunications Relay System. The letter of intent was sent by certified mail on December 3, 1996.

The Chairman is unable to respond to you directly regarding this matter because Commissioners are prohibited by Florida Statutes from receiving or initiating communications off the record involving open dockets. Nevertheless, I will place your letter on the correspondence side of the docket file where it will be available for review.

Messrs. Blaylock and Neal
January 23, 1997
Page Two

Thank you again for your letter. I hope the above information is helpful in understanding how MCI was selected. If you have any questions or concerns, please contact Mr. Richard Tudor at 904-413-6516.

Sincerely,



Curtis J. Williams
Assistant to the Chairman

cc: Division of Records and Reporting
Division of Communications
DN ~~960500~~ TP

St. Petersburg Association of the Deaf, Inc. 96-0422 DEC-4



November 25, 1996

Susan F. Clark
Chairman
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Clark,

It has come to our attention that the evaluation team of the Florida Public Service Commission is recommending that MCI be awarded a three-year contract to run the relay service in Florida. This recommendation is based on a difference of .004 point. Sprint scored highest in technical quality. Cost-cutting means downsizing and MCI's offer of a lower price foretells a continued record of poor service. The deaf people of Florida are looking for better service than in the past, and are protesting this recommendation.

We implore the Commission to turn down the recommendation for MCI, re-evaluate the process, and give higher points for technical ability. Please give this your urgent attention. We deserve better.

On behalf of all deaf and hard of hearing in Florida,

Sincerely yours,
William C. Neal, Secretary

John W. Blaylock, President

CC: Terry Dearson
Julia L. Johnson
Diane K. Kiesling

RECEIVED

DEC 02 1996

Florida Public Service Comm.
Commissioner Clark



Public Service Commission

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

DATE: February 26, 1997

TO: Parties of Record in Dockets 870248, 900039, 910022, 910029, 910529, 911185, 921193, 920260, 921074, 930173, 930330, 940020, 941281, 950699, 950701, 950737, 950778, 950984, 950985, 951069, 951123, 951145, 951511, 951522, 951560, 960090, 960100, 960254, 960290, 960554, 960598, 960665, 960786, 960811, 960938, 960904, 960910, 960932, 961088, 961150, 961173, 961195, 961230, 961323, 961333, 961341, 961346, 961499, 970077, 970114, 970157, 970166, 970172, 970173, and 970226

FROM: Blanca S. Bayó, Director of Records and Reporting *BSB/kf*

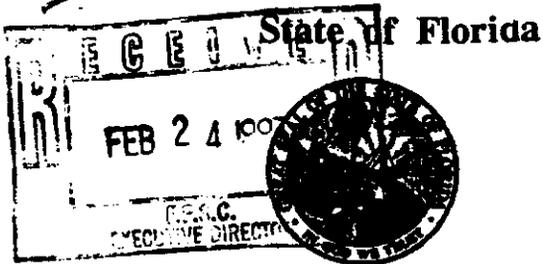
RE: Contact Regarding Employment

Section 5.02 B.1.c. of the Commission's Administrative Procedures Manual requires that all parties in affected dockets be notified if a staff member involved in any of those dockets indicates that he or she has been approached regarding employment by a party in the docket(s).

As a party in one or more of the referenced dockets, you are hereby notified that Charles J. Rehwinkel, Assistant to Commissioner Deason, has advised the Commission that he was contacted by Sprint Corporation regarding employment.

BSB:kf

cc: Commissioner J. Terry Deason
William D. Talbott
James A. Ward
Mary A. Bane
Robert D. Vandiver
Charles J. Rehwinkel



Public Service Commission

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

DATE: February 24, 1997
TO: Bill Talbott, Executive Director
FROM: Charles J. Rehwinkel, Assistant to Commissioner Deason 
RE: Notice of Employment Offer per APM Section 5.02

By way of this memo I am providing the notice required under APM section 5.02 that I have accepted an offer of employment from Sprint Corporation. The offer was extended on February 20 and I accepted it today. (See also attached e-mail.) Please distribute this notice as may be required under the provisions of Section 5-02(B)(1)(c).

2/26/97

Blanca Bayo, Director of Records and Reporting

This is to advise you that Charles Rehwinkel has accepted a job with Sprint Corporation and will not be working on docketed or undocketed matters relating to Sprint.

Please identify any dockets in which Sprint Corporation is a party and notify all interested parties in those dockets.

Thank you.



c: Commissioner Deason
Paul Nichols, Chief of Personnel
Mary Bane, Deputy Executive Director/Technical
Jack Shreve, Public Counsel



Public Service Commission

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

DATE: February 26, 1997
TO: Bill Talbott, Executive Director
FROM: Charles J. Rehwinkel, Assistant to Commissioner Deason 
RE: Notification of My Employment by Sprint

I have identified the following dockets as cases where Sprint or any affiliate or predecessor may have a direct or indirect interest. Please place this and the attached memorandum in the docket file of each of the listed cases. For the duration of my employment here I will not be discussing any aspect of the following cases with Commissioner Deason.

970226	961173	960100	941281
970173	961150	960090	940020
970172	961088	951560	930330
970166	960932	951522	930173
970157	960910	951511	921074
970114	960904	951145	920260
970077	960938	951123	921193
961499	960811	951069	911185
961346	960786	950985	910529
961341	960665	950984	910029
961333	960598	950778	910022
961323	960554	950737	900039
961230	960290	950701	870248
961195	960254	950699	

Note: Utility Type Code omitted.



Public Service Commission

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

DATE: February 24, 1997
TO: Bill Talbott, Executive Director
FROM: Charles J. Rehwinkel, Assistant to Commissioner Deason 
RE: Notice of Employment Offer per APM Section 5.02

By way of this memo I am providing the notice required under APM section 5.02 that I have accepted an offer of employment from Sprint Corporation. The offer was extended on February 20 and I accepted it today. (See also attached e-mail.) Please distribute this notice as may be required under the provisions of Section 5-02(B)(1)(c).

From: Charles Rehwinkel
To: Bill Talbott
Subject: fwd: Notice of Job Offer

CONFIRMED

====NOTE=====2/20/97==4:58pm=====

CC: Rob Vandiver, Terry Deason

.....

Bill,
Although this is not the official notice required under APM section 3.02, I wanted to let you know as soon as possible that I had a discussion today with Jerry Johns of Sprint Corporation. Jerry extended an offer of employment. I have not yet decided whether to accept the offer. I advised Commissioner Deason yesterday that I had a meeting with Mr. Johns scheduled for today wherein I thought that he would want to discuss employment with the Company. Last Thursday night at the PURC conference in Gainesville Mr. Johns indicated that he wanted to schedule a meeting to discuss filling a vacancy in the legal department. At the time the discussion centered more around any recommendations I would have for filling that vacancy.

I intend to follow this email up with a formal memo. However, since the 5 working day deadline for reporting contacts is drawing near and because of this afternoon's developments, I wanted to be sure to notify you as quickly as possible. I am copying Rob Vandiver due to his capacity as counsel to the Commissioners.

Fwd-by:=Bill=Talbott==2/21/97==9:43am=====

Fwd to: Charles Rehwinkel

.....

Thanks. I acknowledge and await your memo with regret.

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECEIVED
MAR 03 1997

DATE: March 3, 1997
TO: DIVISION OF RECORDS AND REPORTING (BAYO) ²¹³⁰ FPSC-RECORDS/REPORTING
FROM: OFFICE OF GENERAL COUNSEL (MILLER) *jm*
RE: DOCKET NO. 960598-TP

Please issue the attached Notice of Advisory Committee Meeting and send the Florida Administrative Weekly Notice to the Department of State.

CBM/jb
Attachments
cc: Richard Tudor
Karen Cox

9/2/27
26000s NA/T
forward
28

Susan F. Clark
Commissioner



Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(904) 413-6040
FAX (904) 413-6395

Public Service Commission

March 25, 1997

RECEIVED
MAR 27 1997

Ms. Ruth S. Brown
6 Walcott Drive
Boynton Beach, Florida 33462-7008

FPSC-RECORDS/REPORTING

Dear Ms. Brown:

Thank you for your letter of January 20, 1997, regarding the selection of MCI as Florida's relay service provider. I apologize for the lateness of my response. The change of the Commission's Chair at the beginning of the year caused some confusion that was responsible for the delay.

In your letter, you complained of not receiving a response directly from me. At the time the Commission voted to retain MCI as Florida's relay provider, I was serving as the Commission's Chairman. As Chairman, I endeavored to promptly answer all consumer correspondence directed to my attention. I received and answered numerous inquiries on this issue. I did not, however, receive the letter you sent in October of 1996, as it was addressed to the Commission's Division of Communications.

I believe when you understand the process followed by the Commission in selecting a relay provider, you will agree that the process was fair and resulted in the selection of the best overall proposal. On August 14, 1996, the Florida Public Service Commission (FPSC) issued its Request for Proposal (RFP) for relay service. The RFP described the relay service that should be provided beginning June 1, 1997. Each bidder was required to submit its bid on the basis of a three-year contract. Bids were received from 1) AT&T Communications of the Southern States, Inc. (AT&T), 2) MCI Telecommunications Corporation (MCI), and 3) Sprint Communications Company, Limited Partnership (Sprint).

A point system was used for evaluating the proposals. A weight of 60% was given to the technical proposals and a weight of 40% was given to the price proposals; thus, the technical aspects of each company's overall proposal received a 50% greater weight than the price aspects. The Proposals Review Committee (PRC),

Ms. Ruth S. Brown
March 25, 1997
Page 2

consisting of three FPSC staff members and two Advisory Committee members, evaluated each proposal. The price proposals were submitted in sealed envelopes separate from the company's technical proposal and were opened on November 18, 1996. This arduous review process took some six weeks to complete.

Part of the technical proposal included references from other states where the companies submitting the proposals are operating, and points were awarded according to the feedback received. Although both Sprint and AT&T received more points than MCI in this area, there was not enough difference to offset MCI's price advantage (lower price).

Based on PRC's evaluation of the technical proposals and the results of the price proposals, staff recommended that a letter of intent be issued notifying all bidders that MCI should be awarded the contract as Provider of the Florida Telecommunications Relay System. The letter of intent was sent by certified mail on December 2, 1996.

While the selection process has been completed, we intend to ensure that MCI meets the quality of service criteria as specified in its contract. Under the existing contract, MCI is required to answer 90% of all calls on a daily basis within 25 seconds after the last digit dialed. In January and February, MCI answered 96.3% and 92.4%, respectively. However, it is possible that there may be periods within a day when, due to heavy loads, they do not meet this objective. The answer time objective in the new contract has been changed to answering 90% of all calls within 20 seconds.

Staff engineers regularly make test calls to the relay service (both voice and TTY) and if any problems occur, such as slow answer time, blockages, lack of courtesy, etc., MCI will be requested to provide the reasons for the service problems and the action that has been or will be taken to resolve the problems. This program has been effective, however, if you encounter quality of service problems that are not adequately addressed by MCI, please contact our Consumer Affairs toll free number (TDD and voice) at 1-800-342-3552.

As for the problem you have encountered with misspelled words, the Commission does not monitor this item during our test calls. However, I encourage you to pass along to MCI any information concerning specific communications assistants who consistently

misspell words. Also, I will communicate your concern to MCI and inquire as to their procedures for minimizing misspellings.

Thank you again for your letter. I hope the above information is helpful in understanding how MCI was selected. If you have any questions or concerns, please contact Mr. Richard Tudor of the Commission's staff at (904) 413-6600.

Sincerely,

A handwritten signature in cursive script that reads "Susan F. Clark". The signature is written in black ink and is positioned above the typed name and title.

Susan F. Clark
Commissioner

SFC:kp

c: Division of Records and Reporting (DN960598-TP)
Ms. Martha McMillin, MCI

6 Walcott Drive
Boynton Beach FL 33462-7008
January 20, 1997

Susan F. Clark, Chairman
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0850

Dear Ms. Clark:

I was extremely upset to learn that the PSC awarded MCI another contract for Florida Relay Services, in view of many complaints from the deaf and hard of hearing community about its prior service.

Since that time, there have been more delays online waiting for service from MCI operators, and more gross examples of misspellings in TDD conversations.

I see that you are very well-paid and very isolated from the public--but have ample opportunities to meet with public service providers. Why do I say this? Because my previous letter did not reach you but went to the Division of Communications (Walter D'Haessleer, Director) and was signed by Les Sawyer for Don McDonald, U.S./Comm. Engineer Supervisor, Bureau of Service Evaluation, and ended up in Docket No. 960598-TP, Record 2380.

What a sham! This kind of service I get for my tax dollars! Do you sleep well at night with your conscience? I should think not.

Yours truly,



Ruth S. Brown



Public Service Commission

State of Florida

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

DATE: April 16, 1997

TO: Blanca Bayó, Director, Records and Reporting

FROM: Joy Kelly, Chief, Bureau of Reporting

RE: DOCKET NO. 92-100-TP, MEETING HELD 4-10-97

RE: Implementation of Florida Telecommunications Access System Act of 1991.

DOCUMENT NO: 03803, 4-15-97

The transcript for the above-described hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, CMU

The following exhibits are being filed with this transcript:

NONE

The following exhibits have not been furnished to the Bureau of Reporting to date and do not accompany this transcript:

NONE

Acknowledged by:

mas

JK/pc

PSC/RAR 28 (Rev
7/94)

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECEIVED

DATE: August 12, 1997
TO: RECORDS AND REPORTING
FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL
RE: ORDER RELATING TO TASA

AUG 12 1997
11:26
FPSC - Records/Reporting

CM
0970-FOF

Please issue the attached order at your convenience.

CBM/jb
Attachment
cc: Richard Tudor
Laura King

960598 JMB

48

22/5

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECEIVED

OCT 21 1997

9:00
FPSC - Records/Reporting

DATE: October 20, 1997
TO: BLANCA BAYO, DIVISION OF RECORDS AND REPORTING
FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL *CM*
RE: DOCKET NO. 960598-TP - FAW AND FPSC NOTICE ON TASA
ADVISORY COMMITTEE

Please issue the attached FPSC notice and send the FAW notice to the Department of State.

CBM/jb
Attachments
cc: Richard Tudor

TASA . Jmb

see 1

BT Jmb
Final - 2/15
mailed
end time
11/22

OK
2

From: June Benothman
To: Don Strickland
Subject: fwd: TASA Advisory Committee

===NOTE=====10/22/97==9:07am=
Don, the docket number is 96058. Have a
great day!

Fwd=by:=Don=Stricklan=10/22/97==9:08am=
Fwd to: June Benothman

.....
Is this both sides of the paper?
Fwd=by:=June=Benothma=10/22/97==9:08am=
Fwd to: Don Strickland

.....
Yes.

*Mailing lists updated
Per Richard Tudor's office
See both sides of attachment
R*

TASA Advisory Committee
October 17, 1997

✓ Advocacy Center for Persons with Disabilities, Inc.

Ms. Tessa Little
2671 Executive Center Circle W., Suite 100
Tallahassee, FL 32301-5024
960 (904) 488-9071
(800) 342-0823 (Voice)
(800) 346-4127 (TDD Only)
(904) 488-8640 (Fax)

✓ Coalition for Persons with Dual Sensory Disabilities
Vacant

ORGANIZATION DISSOLVED

✓ Deaf Service Center Association

Mr. Jerry Conner
Friends of the DSC of Pinellas Co.
7190 76th Street
Pinellas Park, FL 34664-2730
(813) 541-4488 Phone
(813) 541-3051 FAX

✓ Florida Association of the Deaf Inc.

Mr. Alexander Fleischman
4960 E. Sabal Palm Blvd.
Bldg. 7, Apt. 207
Tamarac, FL 33319
(305) 977-7887
(305) 984-9198

(Summer)
Cape Windsor
63 Grant Ave
Fenwick Island, Delaware 19975
(302) 536-5052

✓ Mrs. Rita Slater
P.O. Box 860235
St. Augustine, FL 32086-0235

✓ Florida Language Speech and Hearing Association
Position Vacant

335 Beard Street
Tallahassee, FL 32303

✓ Florida League of Seniors
Position Vacant

ORGANIZATION DISSOLVED

Florida Telephone Association

850 Mrs. Susan Langston - LEC Rep.
1311-A Paul Russell Road
Suite 102-A, P.O. Box 1776
Tallahassee, FL 32301
(904) 877-5141
(904) 878-3471 FAX

Mr. Jack Spooner - IXC Rep.
101 N Monroe Street Suite 700
Tallahassee, FL 32301
(904) 425-6340
(904) 425-6343

Self Help for Hard of Hearing People

Mr. Alan J. Brown
830 Longhaven Drive
Maitland, FL 32751-3756
(407)644-8992 (TDD-evening)
(407)621-2585 (Voice mail-day)
E-mail - A.BROWN60@GENIE.GEIS.COM

Other Contacts (Not members)

<p>Bryan E. Carrell MCI 325 John Knox Road Suite 105 - Atrium Bldg. Tallahassee, FL 32303 (904) 297-2125 (800) 277-6336 Fax - (904) 385-2892</p>	<p>Kim Wobschall, TRS General Manager MCI 10120 Cromwell Lane Mokena, IL 60448 (904) 708-478-8752</p>
<p>Mr. Don Brant Deaf Service Center 3445 NE 2nd Street Ocala, FL 34470</p>	<p>Mr. Robert Giuntoli FRS Program Mgr., FRS Southeast Financial Center 200 S. Biscayne Blvd., Suite 600 Miami, FL 33131-5310 (305) 372-7212</p>
<p>Mr. Norman "Doc" Horton Attorney at Law Messer, Caparello, Maida & Self Suite 701 215 S. Monroe Street PO Box 1876 Tallahassee, FL 32302-1876 (904) 222-0720 FAX (904) 224-4359</p>	<p>Mr. James Forstall FTRI 1311 N. Paul Russell Road Suite 101-B Tallahassee, FL 32301-4860 (904) 656-1414 1-800-222-3448 (904) 878-3471 FAX</p>
<p>Mr. Charles Estes MCI 2400 N. Glenville Drive Richardson, TX 75082 (972) 918-7790 Voice (972) 918-7791 TTY (972) 918-6068 fax 5414907@mcimail.com</p>	<p>Bill McClelland, TRS Sr. Technical Manager MCI 500 2nd Avenue, SE Cedar Rapids, IA 52401</p>



State of Florida

Public Service Commission

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

DATE: December 4, 1997
TO: Blanca Bayó, Director, Records and Reporting
FROM: Joy Kelly, Chief, Bureau of Reporting
RE: DOCKET NO. 960598-TP, TASA MEETING HELD 11-13-97

RE: Implementation of Florida Telecommunications Access system Act of 1991.

DOCUMENT NO: 12278, 12-2-97

The transcript for the above transcribed hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, CMU, AFAD

Acknowledged by:

A handwritten signature in cursive script, appearing to be "JK", written over a horizontal line.

JK/pc

PSC/RAR 28 (Rev7/94)

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission **RECEIVED**

FEB 25 1998
315
FPSC - Records/Reporting

DATE: February 25, 1998

TO: DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL *CM*

RE: DOCKET NO. 960598-TP - ORDER ON TELECOMMUNICATIONS ACCESS SYSTEM ACT.

3 pgs

98-0331-FOK-TP

Please issue the attached order at your convenience.

CBM/jb

Attachment

cc: Richard Tudor
Laura King

*faxed - 2/8
attached -*

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECEIVED

DATE: March 16, 1998

MAR 16 1998

2:05

TO: DIVISION OF RECORDS AND REPORTING (BAYO) ^{FBSC - Records/Reporting}

FROM: OFFICE OF GENERAL COUNSEL (MILLER) ^{CM}

RE: DOCKET NO. 960598-TP - TELECOMMUNICATIONS ACCESS SYSTEM ACT

98-0402 FOF-TP

Please issue the attached order at your convenience.

CBM/jb
Attachment/Order

I:\960598.ymb

21/8.

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECEIVED

MAY 29 1998

125
FPSC - Records/Reporting

DATE: May 28, 1998

TO: DIVISION OF RECORDS AND REPORTING

FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL *CM*

RE: DOCKET NO. 960598-TP - IMPLEMENTATION OF FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991.

PSC-98-0757-FOF-TP

The attached order is ready for issuance at your earliest convenience.

CBM/jb

Attachment

cc: Richard Tudor

Laura King

ATTACHMENT(S) NOT ON-LINE

see 1

*mailed
6/1/98*

State of Florida

Joe Garcia
Commissioner



Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6042
Fax: (850) 413-6395

Public Service Commission

MEMORANDUM

RECORDED AND
REPORTING
30 SEP - 8 PM 4: 02
REC'D/ED-1-PSO

TO: Blanca Bayó
Director, Division of Records and Reporting

FROM: Jorge Cruz-Bustillo *JCB*
Executive Assistant to Commissioner Garcia

RE: Written Communication Regarding Docket No. 960598-TP
Pursuant to Section 350.042, Florida Statutes

DATE: September 8, 1998

This office has received the attached correspondence. The correspondence has not been viewed or considered in any way by the Commissioner. Under the terms of the advisory opinion from the Commission on Ethics (issued July 24, 1991, as CEO 91-31-July 19, 1991) this letter does not constitute an *ex parte* communication by virtue of the fact that it was not shown to the Commissioner. Because it is *not* deemed to be an *ex parte* communication, it does not require dissemination to parties pursuant to the provisions of Section 350.042, Florida Statutes. In cases such as this, the Commissioner has requested, however, that such correspondence be placed on the record in the correspondence side of the docket.

Note: This communication was received via U.S. mail.

JCB:ks

JOSEPH C. SCHAD

9545 Trivolo Place
Boca Raton, FL 33434
(561) 487-5722

August 31, 1998

Florida Public Service Commission
Capital Service Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Att: Ms. Laura King

Gentlemen:

In reply to the comments in reply to our May 5th meeting it seems Ms. Slater can't decide which side of the fence she is on. On the question of reducing the price charged on telephones from .12 to .11 she mentioned that the moneys could be better spent on increase in salaries. (Employee advantage - consumers disadvantage)

She voted affirmatively for the issuance of electrolarynx to laryngectomees in Florida (Client advantage)

Only supply the electrolarynx to those clients who do not have Medicaid, Medicare or private insurance. (Client disadvantage)

It seems that Ms Slater does not realize that the Americans with Disabilities Act or the Telephone Access Systems Act was to aid ALL handicapped people in the state of Florida not only the hearings impaired.

Submitted with comment,

JOSEPH C. SCHAD
FLASHA

RECEIVED

SEP 4 1998

FLORIDA PUBLIC SERVICE COMM.
Commissioner Garcia

JOSEPH C. SCHAD

9545 Trivolo Place
Boca Raton, FL 33434
(561) 487-5722

August 31, 1998

Florida Public Service Commission
Capital Service Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Att: Ms. Laura King

Gentlemen:

I regret that I haven't been funded to be represented by council but since the FTRI seems to resist the very basic thought behind the Telephone Access Systems Act and their attorney referring to section F.S. 427-703 "or any other Customer premises telecommunications equipment specifically designed or used to provide basic access to telecommunication services.

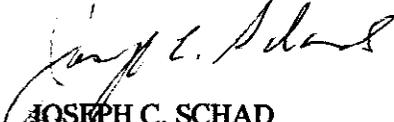
By taking "Customer premises telecommunications equipment" out of context it looks as if the FTRI can only supply the equipment originally designated.

Since the original description as described on page one of the Florida Telecommunications Relay application reads as follows:

The "Telecommunications Access Act of 1991 (Chapter 427, Part III Florida Statutes) authorizes Florida Telecommunications Relay, Inc. to provide specialized telecommunications devices to provide access to Florida telecommunications systems for the deaf, hard of hearing, dual sensory impaired or SPEECH IMPAIRED citizens.

I trust that our request for the electrolarynx will be reconsidered in view of the above.

Submitted with comment.


JOSEPH C. SCHAD
FLASHA

JOSEPH C. SCHAD

9545 Trivolo Place
Boca Raton, FL 33434
(561) 487-5722

August 25, 1998

Mr. Richard Tudor, Assistant Director
Division of Communications
Florida Public Service Commissio
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-850

Dear Mr. Tudor,

I have the report regarding the negative decision on the electrolarynx for the speech impaired.

As pointed out, hearing aids are not supplied to the *hard of hearing* but they have some reception of sound and therefore are not reliant on this for telephone usage. The amplifier telephone can be of use since they still have some sound recognition

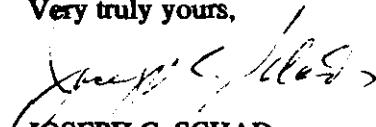
The laryngectomee on the other hand is entirely MUTE as lung air does not pass into the mouth cavity to produce sound. The amplifier telephone does no good as sound must be produced by lung air passing through the larynx which has been surgically removed.

The electrolarynx supplies vibrations to substitute for lung air and sound can be produced

It seems that we are pikers when it comes to adding charges to our telephone bills, we are only charging 12¢ per line and the FCC is charging \$ 1.78 and paying the CEO of the administrating organization \$ 200,000.00 per year plus a \$ 50,000.00 performance bonus.

I trust that the meeting on September 1st will reconsider the electrolarynx as a durable piece of equipment that is necessary to give the laryngectomee access to the telephone.

Very truly yours,



JOSEPH C. SCHAD
Advisory committee



JULY 25, 1998

1996-98 OFFICERS

Earl Mogk
President
Dania

George Walsh
1st Vice President
Port Richey

Charlie Blair
2nd Vice President
Orlando

Loma Lynch
Secretary
Ocala

Lenny Weinstein
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Bruce Pearson, M.D.
Medical Advisor
Mayo Clinic
Jacksonville

Lisa Proper
Co-Director
Voice Institute
Jacksonville

Nancy Freeman
Co-Director
Voice Institute
Largo

MR. WALTER D'HAESELEER
DIRECTOR DIVISION OF COMMUNICATIONS
PUBLIC SERVICE COMMISSION
CAPITOL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850

DEAR MR. D'HAESELEER;

IN RESPONSE TO YOUR LETTER OF JUNE 10, 1998,
I HAVE ANSWERED THE QUESTIONS OF YOUR REQUEST.

1. PROVIDE A LIST OF ELECTROLARYNX UNITS (BRAND
NAME AND MODEL NUMBER) THAT I BELIEVE ARE MOST
OFTEN PURCHASED BY LARYNGECTOMEES.

A. SIEMENS SERVOX INTON, SEEMS BY FAR THE
BEST ONE IN THE MARKET, AND THE ONE THAT
MOST LARYNGECTOMEES SEEM TO END UP WITH
IN THE LONG RUN. I DO NOT HAVE UP TO DATE
PRICES, BUT THEY RANGE FROM \$580.00 TO
\$675.00 DEPENDING. I WOULD GUESS YOU WOULD
GET BETTER QUOTES DEALING DIRECT.

B. BIVONA MEDICAL TECHNOLOGIES OUT OF GARY,
INDIANA, HAS BOTH THE "NU-VOIS" UNIT WHICH
OPERATES ON A 9 VOLT BATTERY. THEY ARE
ALSO MAKE A NEWER MODEL CALLED THE OPTI-
VOX. I DO NOT HAVE PRICES ON EITHER OF
THESE.

2. WHAT PERCENTAGE OF THE COST OF AN ELECTROLARYNX
UNIT IS COVERED BY MEDICARE, MEDICAID, OR
ANY MEDICAL INSURANCE?

MEDICARE, AND MOST INSURANCE COMPANIES
WILL COVER APPROX., 80%. MEDICAID COVERS
NO PART OF THE INSTRUMENT/

3. PLEASE ESTIMATE THE NUMBER OF CURRENT
LARYNGECTOMEES IN THE STATE. PLEASE ESTIMATE
THE NUMBER OF NEW LARYNGECTOMEES PER YEAR.

TO DATE I WOULD SAY THEIR ARE AROUND 2,000
LARYNGECTOMEES STATE-WIDE. YET MANY FALL
THROUGH THE CRACKS AS YOU CAN SEE FROM THE
LETTER I RECEIVED FROM A NEWER LARYNGECTOMEES

IN THE LAST WEEK. I FEEL THAT WE HAVE AS MANY AS 200 NEW LARYNGECTOMEES IN THE STATE OF FLORIDA, YEARLY.

HOPE THE FORGOING INFORMATION IS HELPFUL IN MAKING A DECISION. I KNOW THAT THE PUBLIC SERVICE COMMISSION WILL REALLY FILL A VOID THAT HAS BEEN OVERLOOKED FOR TO MANY YEARS, WHEN IT COMES TO THE SUCCESS, OF THE LARYNGECTOMEES RETURNING TO A FULL LIFE, AFTER WHAT THE CANCER HAS DONE. ANY FURTHER QUESTIONS, FEEL FREE TO CONTACT ME.

SINCERELY;

EARL C. MOGK
F.L.A., PRESIDENT
141 ELEUTHERA DRIVE
DANIA, FL. 33004
(954-929-0136)

JOSEPH C. SCHAD

9545 Trivolo Place
Boca Raton, FL 33434
(561) 487-5722

June 20, 1998

Public Service Commission
Division of Communications
Executive Circle, 2540 Shumard Oak Blvd.
Tallahassee, FL 32301

Att: Mr. Walter Haeseleer
Director

Dear Mr. Haeseleer:

Following up on our meeting of May 5th, I would like to suggest two of the most popular electrolarynxes on the market today.

1. Siemens "Intone" electrolarynx, dual button, 7.2 special battery with charger and leather case Current retail price: \$ 495.00

Should come equipped with oral adapter and several extra tubings.

Manufacturer: Siemens Hearings Instruments, Inc.
16 East Piper Lane
Prospect Heights, IL 60070 David Sutton, Manager

2. NuVois electrolarynx, single button, standard 9 v battery, charger, oral adapter and tubings. Approximate price 525.00

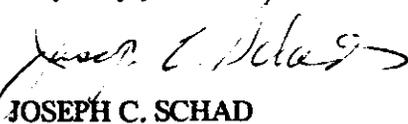
Manufacturer: Mountain Precision Mfg. Co.
10688 Executive Dr.
Boise, ID 83713 Kurt Breski

About 90% of all laryngectomees use the Siemens "Intone", 5% the Nu-Vois and the balance split up among four or five other makes.

These instruments are covered under Medicare and FTRI can be reimbursed up to 80% of \$ 486.15 if you can get a Medicare Provider number.

If I can be of any further service to you please do not hesitate to contact me.

Very truly yours,



JOSEPH C. SCHAD
Representing Florida Language and Speech and Hearing Association (FLASHA)

Medicaid reimbursement: None over the age of 21
Medicare 80% of \$ 486.15
HMO On an individual basis

Estimated number of laryngectomees in the state of Florida: 2,000
Estimated number of new laryngectomees per year: 200
Losses due to attrition: 100 (Cancer of the throat is an ailment of generally elderly people)

JOSEPH C. SCHAD

9545 Trivolo Place
Boca Raton, FL 33434
(561) 487-5722

May 30, 1998

Mr. Richard Tudor, Assistant Director
Division of Communications
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Tudor,

Following up on my presentation at the Advisory Committee meeting on May 5th we again would like to point out the American With Disabilities Act of 1990 as amended in the Federal Register Vol. 56 No. 148 dated August 1, 1991 "Rules and Regulation" page 36733.

§ 64.606 FURNISHING RELATED CUSTOMER PREMISES EQUIPMENT.

(a) Any communications common carrier may provide, under tariff, customer premises equipment , other than hearing aid compatible telephones as defined in part 68 of this chapter needed by persons with hearing, SPEECH, vision or mobility disabilities. Such equipment may be provided by persons with those disabilities or to associations or institutions who require such equipment regularly to communicate with persons with disabilities. Examples of such equipment include , but are not limited to, ARTIFICIAL LARYNXES, bone conductor receivers and TT's.

FLORIDA TELEPHONE ACCESS SYSTEMS ACT OF 1991.

427-702 FINDINGS, PURPOSE AND LEGISLATIVE INTENT.

(3) (c) That the telecommunications access systems includes the distribution of telecommunication devices for the deaf [SPEECH IMPAIRED?] that are comparable with the telephone communications relay service system and has the capability of incorporating new technologies as they develop.

427-703 DEFINITIONS.

(11) "Specialized telecommunications device" means a TDD, a volume control handset, a ring signaling device or any other CUSTOMER PREMISES TELECOMMUNICATIONS EQUIPMENT SPECIFICALLY DESIGNED TO PROVIDE BASIC ACCESS to hearing impaired, SPEECH IMPAIRED, or dual sensory impaired person.

All of the above should give the Florida Telecommunication Relays, Inc. the necessary authority to distribute electrolarynxes to all of the laryngectomees (loss of voice because of cancer) mainly those over 21 who are not covered by MEDICAID and those under 65 not covered by MEDICARE.

Very truly yours.

JOSEPH C. SCHAD
FLASHA
Advisory Committee, Florida Public Service Commission

O.C.ELDRIDGE
76 Sincero Drive
Watsonville CA 95076
April 21, 1998

Mr. Joseph C. Schad
9545 Trivolo Place
Boca Raton, Fl. 33434-5629

Dear Mr. Schad,

Enclosed please find a copy of the letter I received from you yesterday requesting data on the electrolarynx arrangement we are now enjoying and have been since 1987.

In order to give you the best possible answer, I took the liberty to add, in addition to your letter, an up to date copy of the California Telephone Equipment Loan Program, a copy of the original letter we received in 1987 as to their program, a copy of a flyer they sent out recently, but now outmoded, the current flyer of Pacific Bell's telephone numbers, their Responsibility letter.

The program has worked like a charm with, of course, several glitches which have been attributed to their personnel not understanding the law. Two years ago they instituted a survey to determine the most accepted electrolarynx, finally came up with the NU-VOIS, which they use extensively. It is my understanding that the Cooper-Rand was available until sometime back. They determined that as long as the oral adapter was included, it served the purpose for those with healing neck areas.

The California Association of Laryngectomees are and have for months been addressing that particular problem. It is their feeling, and rightfully so, that the laryngectomee should be given more latitude in the selection. Financially the program has been a huge success. I look for some changes in the near future. It is a point you might consider. In other words, plug the loop holes. Primarily it is a matter of understanding and education as so many have no idea what a selection means to those who have no voice. I had one employee at the phone company say "what difference does it make?" She since has found out.

Sincerely,



O. Clark Eldridge

Service and Rehabilitation

Circular Letter to all Units of the California Division, Inc.

June 16, 1987
#87-23

SUBJECT: FREE ELECTROLARYNX THROUGH CALIFORNIA PHONE COMPANIES

Under a new statewide program that went into effect June 8, 1987, Pacific Bell, General Telephone and other local telephone companies are now providing equipment at no cost to assist people with disabilities to communicate over the phone. In the past, only the hearing-impaired were eligible to receive Telecommunication Devices for the Deaf (TDDs). Now people with any disability are eligible, including those with laryngectomies, due to a bill (SB 60) that was signed into law in 1985. ACS actively supported this bill as part of an effective lobbying effort following Ma Bell divestiture to return TDDs back to state companies and away from AT&T control.

The new program, to be administered by the Deaf Equipment Acquisition Fund (D.E.A.F.), is funded by California telephone customers through a monthly surcharge on their phone bills (currently \$.03, but not to exceed \$.10 under the law). Equipment designated for speech-impaired individuals includes: 1) the TTD - a compact machine that conveys the sender's typed message to a central relay which then converts written into spoken communication for the receiver; 2) the Western Electric type C model electrolarynx; and 3) a standard G-7 handset to increase the volume of the user's voice. There are a range of devices available to individuals with other disabilities.

To qualify, a person must live in California and present their local phone company with a certificate verifying the disability by a licensed physician or the Department of Rehabilitation. No financial information is requested. An application form can be obtained by calling Pacific Bell's state office or any local office as noted on the attached list. The applicant should designate whether they will pick up their equipment or wish it mailed directly to their home.

If repairs are needed, the person must simply return the defective device in exchange for a new one. These devices are considered "on loan" to the recipient and must be returned should the person move out of state. Questions about program logistics should be directed to Pacific Bell's state office.

Please alert members of your local Lost Chord Club, head and neck surgeons and speech pathologists about this new law. Newly diagnoses patients will receive a fact sheet in the laryngectomy visitor kit.

ROUTING: Service, Professional Education, Communication
ACTION: Circulate information ASAP to interested parties.
SOURCE: Helen Crothers



FLORIDA TELECOMMUNICATIONS RELAY, INC.
1311-B PAUL RUSSELL ROAD, SUITE 203
TALLAHASSEE, FL 32301
(904) 656-1414

September 27, 1991

Mr. Joseph C. Schad
9545 Trivolo Place
Boca Raton, FL 33434

Dear Mr. Schad:

This is to acknowledge the receipt of your letter of October 16, 1991 which was forwarded to this office from the Florida Public Service Commission.

We have requested copies of the laws you cited in your letter for a review and a response.

The Florida Telecommunications Relay, Inc, (FTR) is charged with the responsibility to distribute special telecommunications devices to eligible hearing and speech impaired residents of the state of Florida. This means it will be our responsibility to determine how to best access the telecommunications network for each particular individual. For instance, a person with speech impairment who needs an electrolarynx and in-depth training should contact the local Division of Vocational Rehabilitation office or a local facility that offers this service to find out what funding source(s) may be available for this purpose. Then after mastering the use of the electrolarynx FTR would be the most appropriate agency to contact for assistance in accessing the telecommunications network.

FTR welcomes suggestions as to how the FTR can effectively serve telecommunications needs of individuals with different types of speech impairment. FTR can be reached at 1-800-222-3448.

This is to assure you that both the FTR and the PSC Advisory Committee are committed to fulfill the telecommunications access needs of persons with speech impairment.

A letter of response to the laws you mentioned earlier will follow.

Thank you for your interest in FTR.

Sincerely,



Herb Pickell
Executive Director



Florida House of Representatives

T. K. Wetherell, Speaker
Committee on Regulatory Reform

Jack N. Tobin
Chairman

Corrine Brown
Vice Chairman

June 26, 1991

Mr. Joseph C. Schad
9545 Trivolo Place
Boca Raton, FL 33434

Dear Mr. Schad:

At the request of Representative Jack Tobin, I am responding to your letter of May 24, 1991, regarding House Bill 2087. That bill was the result of the Sundown Review of the Florida Council for the Hearing Impaired. To my knowledge, it was not intended to be patterned after any other legislation. I believe you are referring to House Bill 2427, the "Telecommunications Access System Act of 1991", which the Committee on Regulated Services and Technology drafted and passed.

House Bill 2427 addresses the speech impaired as well as the hearing impaired population. In Section 1., the legislation specifically states:

"It is the declared purpose of this part to establish a system whereby the citizens of Florida who are hearing impaired, **speech impaired**, or dual sensory impaired have access to basic telecommunications services at a cost no greater than that paid by other telecommunications services customers, and whereby the cost of specialized telecommunications equipment necessary to ensure that citizens who are hearing impaired, speech impaired, or dual sensory impaired have access to basic telecommunications services and the provision of telecommunications relay service is borne by all the telecommunications customers of the state."

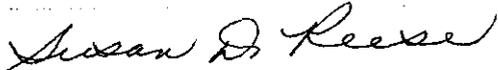
The legislative intent section states:

"That a telecommunications access system be established to provide equitable basic access to the telecommunications network for persons who are hearing impaired, **speech impaired**, or dual sensory impaired."

This may cover your concerns; however, you may wish to communicate with Susan Cituk of the Regulated Services and Technology Committee if there is a question as to whether the group you represent and their need for electrolarynx equipment is included in this law. Her phone number is 904/487-4113. If legislation is needed, I believe this act would be the place to put it.

I am enclosing a copy of HB 2427. Please contact us if we can be of further assistance.

Sincerely,



Susan D. Reese
Legislative Analyst

SDR.tm
attachment

cc: Rep. Jack Tobin

FLORIDA TELECOMMUNICATIONS RELAY

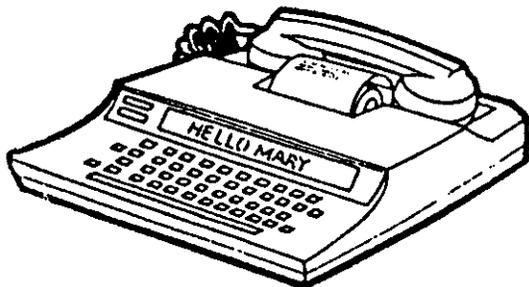
If you are deaf, hard of hearing, dual sensory impaired or speech impaired, and a resident of Florida, you may be eligible to receive equipment that will provide you access to the telephone system...

The "Telecommunications Access System Act of 1991" (Chapter 427, Part III, Florida Statutes) authorizes Florida Telecommunications Relay, Inc., to provide specialized telecommunications devices to provide access to Florida's telecommunications system for deaf, hard of hearing, dual sensory impaired, and speech impaired citizens.

Equipment That Is Available:

[Category A - Equipment]

TDD - Telecommunications Device for the Deaf



A TDD is a portable machine that looks like a typewriter. A user can send and receive typewritten messages to and from other TDDs via a telephone. For persons who also have visual impairments a large visual display or braille printer modification is available.

Volume Control Telephones

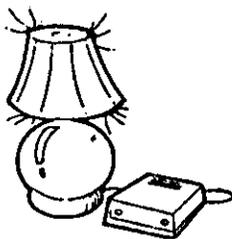


Volume Control Telephones can increase volume in one of two ways: For people who need assistance hearing on the telephone, volume in the receiver can be increased. For people with speech impairment, needing more volume in their speaking, volume can be increased to make outgoing sounds louder. Both telephones are like normal telephones with a button or dial to increase the volume.

Ring Signalers [Category B Equipment]

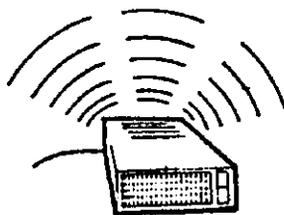
There are devices to let deaf, hard of hearing, and speech impaired people know when their telephone is ringing. These are known as ring signalers. There are three types of ring signalers:

(1) Visual Ring Signaler



A Visual Ring Signaler connects to a light source (a lamp) and makes the light flash when the telephone rings.

(2) Audible Ring Signaler



An Audible Ring Signaler, rings very loudly to alert a hard of hearing person to a telephone ringing. Many volume control telephones have an audible ring signaler built into them, so for those users, an audible ring signaler may or may not be necessary.

(3) Tactile Ring Signaler

A Tactile Ring Signaler is available for people who are unable to hear and also have visual difficulties that would prevent them from seeing a visual ring signaler. It vibrates to alert a user to a telephone ringing. These ring signalers are available only to dual sensory impaired persons.

An eligible applicant may receive up to one piece of equipment from *Category A* and one piece of equipment from *Category B*. All recipients of equipment will receive introductory training unless training is declined on the application. Introductory training will teach a user the basic operation of the equipment as well as how to set it up. For those who receive a TDD, Advanced training is available on request. Advanced training provides instruction on the features of the TDD provided by FTR that go beyond normal TDD operation, such as: memory, special print options, and international dialing.

(See other side)

Who is Eligible?

To receive any of the above equipment, an applicant must be a Florida resident at least five years of age and be certified as eligible under one of the following categories: deaf, hard of hearing, dual sensory impaired or speech impaired. These categories are defined as follows:

Deaf – Having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication with or without the assistance of amplification devices.

Hard of Hearing – Having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds and verbal communication.

Dual Sensory Impaired – Having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

Speech Impaired – Having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.

Who Can Certify an Application?

By law, in order to certify an application a person must be one of the following:

Licensed Physician
Speech Pathologist
Audiologist

Representative of an Appropriate State or Federal Agency

Deaf Service Center Director
State Certified Teacher in Hearing Impairment
State Certified Teacher in Visual Impairment

An application that is not signed by an eligible certifier will not be approved. By signing the application, a certifier is attesting to the following:

- 1). He/she is eligible to certify under the provisions of the law;
- 2). He/she has reviewed the applicant's hearing or speech to determine the applicant is eligible;
- 3). He/she has determined what equipment will most appropriately meet the needs of the applicant, based upon the hearing loss or speech impairment.
- 4). He/she has reviewed the information provided by the applicant to make sure the form is completed properly and all information requested has been provided.
- 5). An actual signature (*not a stamped signature*) from the certifier must be present for the application to be approved.

APPLICANT: KEEP THIS PAGE AND THE LAST PAGE OF THE APPLICATION FOR YOUR RECORDS. MAIL THE REST OF THE APPLICATION IN THE ACCOMPANYING ENVELOPE TO:

**Florida Telecommunications Relay, Inc.
1311 North Paul Russell Road, Suite B203
Tallahassee, Florida 32301-4860**

Be sure to put enough postage on the envelope. If you have questions or problems, call 1-800-222-3448 (Voice, TDD)

JOSEPH C. SCHAD

9545 Trivolo Place

Boca Raton, FL 334

CHRISTMAS



FLORIDA PUBLIC SERVICE COMMISSION

Capital Service Office Center

2540 Stumard Oak Blvd

Tallahassee, FL 32399-0850

WEST PALM BEACH 334

SEP

1988

WEST

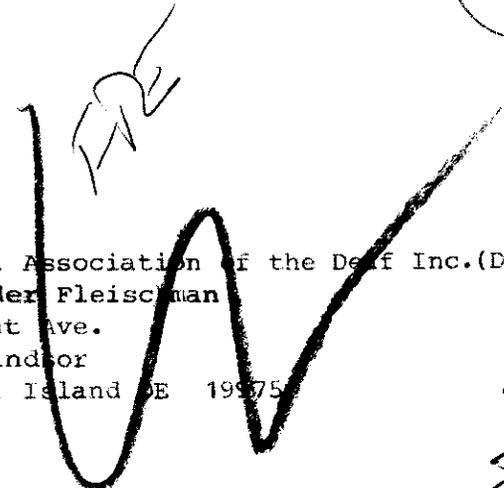
Att: Commissioner Garcia

State of Florida

Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32309-0850

- Not Deliverable As Addressed
- Unable To Forward
- Insufficient Address
- Moved, Left No Address
- Unclaimed Refused
- Attempted - Not Known
- No Such Street Versant
- No Such Number
- No Mail Perceptacle
- Box Closed - No Order
- ~~Postage Order Invalid~~



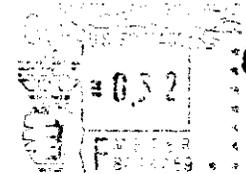
 Florida Association of the Deaf Inc. (Del)

 Alexander Fleischman

 63 Grant Ave.

 Cape Windor

 Fenwick Island SE 32425



960598

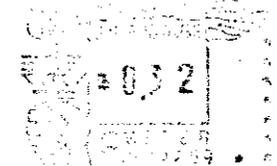
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9/8/98
lg

~~19978 9812 03~~



State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870



960598-TP
address deleted
4/21/98 sm

Deaf Service Center
Don Brant
3445 NE 2nd St.
Ocala FL 34470

ATTEMPTED
 NOT KNOWN
 NO SUCH NUMBER
DATE *4-13* *1036*

32399-38491-01947



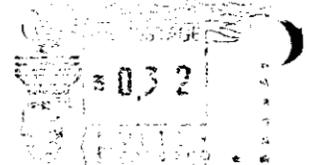
State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

*They address
out of business
forcing update for
new address*

3/18/88

960598-TP



Dear Service Center
Don Braint
3440 NE 2nd St.
Ocala FL 34470

RETURNED TO SENDER
 ATTEMPTED NOT KNOWN
 NO SUCH NUMBER
DATE 3-2 RT C-76 INIT J

32399-0850

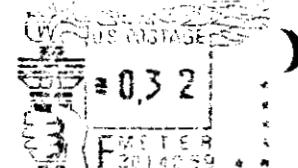


State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

DATE 2/9

REGISTERED
RETURNED
TO SENDER
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES
36



Deaf Service Center
Don Brant
3445 NE 2nd St.
Ocala FL 34470

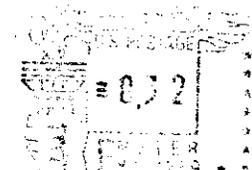
32399-0850



State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Deaf Service Center
Don Brant
3445 NE 2nd St.
Ocala FL 34470



RETURNED TO SENDER
 ATTEMPTED
 NOT KNOWN
 NO SUCH NUMBER
DATE 2-3 RT. C-34 INT.

32399-0870 102347



State of Florida
-M-E-M-O-R-A-N-D-U-M-

Public Service Commission



RECORDS AND
REPORTING

NOV 17 PM 2:28

RECEIVED-FRSC

DATE: November 17, 1998
TO: DIVISION OF RECORDS AND REPORTING
FROM: OFFICE OF GENERAL COUNSEL (MILLER) *CM*
RE: DOCKET NO. 960598-TP

98-1521-FDF-TP

Attached is an order to be issued in the above docket. Please issue at your earliest convenience.

CBM/jb
Attachment

*faxed 2/1/06
mailed - 1/6*

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

DATE: February 3, 1999
TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL *CM*
RE: DOCKET NO. 960598-TP

RECORDS AND REPORTING
FEB 03 11:03 AM
REC'D - H/SC

Attached is an FAW Notice and Notice of Advisory Committee Meeting to be issued in the above docket. Please issue at your convenience.

CBM/jb
Attachments
cc: Richard Tudor
Laura King

2/10



Public Service Commission

State of Florida

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

DATE: March 12, 1999
TO: Blanca Bayó, Director, Records and Reporting
FROM: Joy Kelly, Chief, Bureau of Reporting
RE: DOCKET NOS. 960598-TP, MEETING HELD 3-8-99

RE: IMPLEMENTATION OF FLORIDA TELECOMMUNICATIONS ACCESS
SYSTEM ACT OF 1991

DOCUMENT NO. 03162, 3-11-99

The transcript for the above transcribed hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, CMU

Acknowledged by:

mas

JK/pc

PSC/RAR 28 (Rev7/94)

State of Florida
-M-E-M-O-R-A-N-D-U-M-

Public Service Commission



RECEIVED-PPSC
99 MAR 25 AM 9:05
RECORDS AND
REPORTING

DATE: March 24, 1999
TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: CINDY MILLER, OFFICE OF GENERAL COUNSEL *CM*
RE: DOCKET NO. 960598-TP

99-05411-FOF-TP

Please issue the attached order at your earliest convenience.

CBM/jb
Attachment
cc: Richard Tudor

See 1

2/1/4

Due to Commission-wide power outage, order not issued until 5/10/99.

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECEIVED-PPSC
23 MAY 36 PM 3:03
RECORDS AND REPORTING

DATE: May 5, 1999
TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: OFFICE OF GENERAL COUNSEL (MILLER) *JM*
RE: DOCKET NO. 960598-TP

99-0902-PAA

Please issue the attached PAA Order at your convenience.

CBM/jb
Attachment/Order
cc: Division of Communications (Tudor, King)

See 1

ATTACHMENT(S) NOT ON-LINE

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECEIVED-TPSC
99 JUN - 2 PM 4:00
RECORDS AND REPORTING

DATE: June 1, 1999
TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: OFFICE OF GENERAL COUNSEL (MILLER) *JM*
RE: DOCKET NO. 960598-TP - CONSUMMATING ORDER

99-1121-CO

Attached is a consummating order to be issued for the above noted docket.
Please issue at your earliest convenience.

CBM/jb
Attachment

See 1

*faxed - 2/10
mailed - 1/0*

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

RECORDS AND
REPORTING

JUL 27 AM 10:51

RECEIVED-PSC

DATE: July 27, 1999
TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: OFFICE OF GENERAL COUNSEL (MILLER) *CM*
RE: DOCKET NO. 960598-TP

Please issue the attached Notice of Advisory Committee Meeting and the attached FAW Notice at your earliest convenience.

CBM/jb

Attachment

cc: Richard Tudor
Laura King
Chuck Hill

boxed - 7/13
mailed - 7/13



Public Service Commission

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

RECORDED AND REPORTING

AUG - 9 PM 3: 58

RECEIVED-PPSC

DATE: August 9, 1999
TO: Division of Records and Reporting (Bayo)
FROM: Division of Policy Analysis and Intergovernmental Liaison (Miller) *cm*
RE: Docket No. 960598-TP

Please issue the attached Notice of Advisory Committee Meeting and the attached FAW Notice at your earliest convenience.

CM:tf
Attachment
cc: Richard Tudor
Laura King
Charles H. Hill

m-rar.tnf

See 1

filename: TASA.jmb

*boxed
mailed - 7/13*



Public Service Commission

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

RECORDS AND REPORTING

AUG 31 AM 10:31

RECEIVED-PSC

DATE: August 31, 1999
TO: Division of Records and Reporting (Bayo)
FROM: Division of Policy Analysis and Intergovernmental Liaison (Miller) *CM*
RE: Docket No. 960598-TP

Please issue the attached Notice of Cancellation of Advisory Committee Meeting at your earliest convenience.

CM:tf
Attachment
cc: Richard Tudor
Laura King
Charles H. Hill

m-rar.tmf

70/13



Public Service Commission

State of Florida

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

DATE: September 2, 1999
TO: Blanca Bayó, Director, Records and Reporting
FROM: Joy Kelly, Chief, Bureau of Reporting
RE: DOCKET NO. 960598-TP, ADVISORY COMMITTEE MEETING HELD 8-27-99.

RE: IMPLEMENTATION OF FLORIDA TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991.

DOCUMENT NO. 10458, 9-1--99

The transcript for the above transcribed hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, CMU

Acknowledged by:

Mar

JK/pc

PSC/RAR 28 (Rev7/94)



Public Service Commission

State of Florida

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

DATE: February 21, 2000
TO: Blanca Bayó, Director, Records and Reporting
FROM: Jane Faurot, Chief, Bureau of Reporting
RE: DOCKET NO. 960598-TP, ITEM 3 OF 1-15-00 AGENDA CONFERENCE

RE: REQUEST FOR SUBMISSION OF PROPOSALS FOR RELAY SERVICE BEGINNING IN JUNE 1997, FOR THE HEARING AND SPEECH IMPAIRED, AND OTHER IMPLEMENTATION MATTERS IN COMPLIANCE WITH THE FLORIDA TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991.

DOCUMENT NO. 02299, 2-21-00

The transcript for the above proceedings has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, AFAD, CMU

Acknowledged by:

mlr

JK/pc

PSC/RAR 28 (Rev7/94)

991222
960598



A Fax From Relay Texas

TO: Monte 850-413-7118

From: Brandi Rarus

This fax consists of this cover and _____ sheets.

Message correct address and phone number:

sprint

1321 Rutherford Lane #120

Austin, TX 78753

512-873-1011 voice

If this fax is incomplete please call (512) 873-1000
Relay Texas Fax number: (512) 873-1075

State of Florida



Public Service Commission

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

DATE: March 29, 2000
TO: DIVISION OF RECORDS AND REPORTING
FROM: MARTHA CARTER BROWN, DIVISION OF APPEALS MCB
RE: ORDER NO. 960598-TP 0615

FILE NAME: 960598.ORD

Attached is an order to be issued as soon as possible.

MCB
Attachment

cc: Wanda Terrell

RECEIVED-FPSC
 MARCH 29 5:10:41 PM
 DIVISION OF RECORDS AND REPORTING
 RECEIVED-FPSC
 MARCH 30 AM 10:41

Corrected version

*forced
 wanted - 2/1/6*

13910

MCI WORLD COM

*Handout for [unclear]
Item 3-8/1/00
from CWP/Keng*
489 Whitney Avenue, Suite 100
Holyoke, MA 01040
Voice 413 493 1152
TTY 413 493 1103

June 23, 2000

2000 JUN 26 PM 3:34
DIVISION OF
COMPETITIVE SERVICES

960598-TP

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

VIA FACSIMILE AND OVERNIGHT CARRIER

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

Dear Mr. Tudor:

On May 27, 2000 at approximately 2:30 p.m. eastern time, a train wreck occurred in Eunice, Louisiana. This wreck resulted in a catastrophic fiber cut in the network that supported the Florida Relay Service. This fiber cut was a Force Majeure event that significantly impacted capacity and call processing ability at the Florida Relay Service center in Miami, Florida. Moreover, due to the hazardous nature of the train's cargo, civil authorities did not allow repair crews into the area for eight days. Therefore, the fiber cut repairs were not completed until June 4, three (3) days after we transitioned the service to the new provider.

The catastrophic fiber cut dramatically reduced the number of consoles available for use at the FRS center. Because the T-1 circuits to many of the consoles were incapacitated due to the fiber cut, only thirty-seven (37) of the 120 total consoles were operational from the time the cut occurred until the contract was transitioned to the new provider.

Thus, the impact to the FRS center was both immediate and ongoing. During period of the Force Majeure event, there were three (3) days (5/27, 5/30 and 5/31) where answer time compliance was not achieved.

Prior to the fiber cut, on Saturday, May 27 the FRS center was performing very well and within compliance. After the fiber cut, there was a one hour period where answer times were delayed while attempts were made to determine the cause of the problem experienced by the center and to move Communication Assistants (CA's) to functional consoles. The average speed of answer increased during this time while our technical teams worked diligently to troubleshoot the problem. Performance improved once more information about the problem was available and CA's were positioned in functioning consoles. The total answer time performance for the day was 89%, just shy of the 90% compliance mark. Had this fiber cut not occurred, the center would have been compliant.

The following two (2) days (a Sunday and the Memorial Day holiday) had light traffic volume and enough positions were available to provide compliant service.

As part of the plan for transitioning the FRS to a new provider on June 1, additional staff were already scheduled at the other MCI WorldCom centers to provide increased support during the final days of the FRS transition. However, our attempts to further increase the additional staff at our other centers, beyond those already scheduled, during the final two (2) days were unsuccessful.

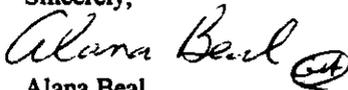
Call traffic was heavy on the morning of May 30. The fiber cut continued to impact the network and the ability to handle calls. After the cut, an additional problem occurred with CA login numbers being locked into the system and not being released when logouts were attempted. This required ongoing supervisor assistance and contributed to inefficiencies in getting CA's in position to handle calls.

Manual FRS traffic load balancing between all centers was performed to provide the best possible service at times of need. As part of this effort, when outside support had been maximized there were times when the Miami queue was extended to allow more calls to stay in queue rather than outflow. This was done when it was believed that, despite some delay, the larger number of staff in Miami provided the caller with the best opportunity for being served.

The overall impact of these efforts was a successful one. Despite the additional difficulties presented by this terrible event, 87% of calls were answered within 10 seconds on May 30 and 86% on May 31. Though they did not exceed the 90% standard, the results were actually quite good under the combined circumstances of the fiber cut and the contract transition.

Although the fiber cut qualifies as a Force Majeure event, MCI WorldCom worked extremely hard to minimize the impact to FRS users, and to provide quality service and a smooth transition.

Sincerely,

A handwritten signature in cursive script that reads "Alana Beal" followed by a small circular mark.

Alana Beal
FRS Program Manager

Don McDonald

From: George Houck [george.houck@wcom.com]
Sent: Thursday, July 27, 2000 4:48 PM
To: 'Don McDonald'
Cc: 'Donna McNulty'
Subject: Force Majeure event - FRS

*Handout for
Item 3 - 8/1/00 ag
from corp/king*

960598-TP

Hello Don:

I hope all is well with you.

Donna McNulty recommended that I send you a note to offer further explanation regarding the train wreck and catastrophic fiber cut that occurred in Eunice, Louisiana on May 27, 2000.

The details of the fiber cut and the impact it had on the Miami TRS center were outlined in a June 23, 2000 letter to Richard Tudor. I was unaware of any questions that you or the other FPSC staff had regarding this information, and I apologize for any confusion this may have caused. Apparently there is a question as to how a fiber cut in Louisiana could impact the Relay Center in Miami. The explanation is that the Nortel DMS100 ACD switch that served the Miami center is located in Memphis, Tennessee. There were essentially two fiber lines that ran from the Memphis ACD to the center in Miami. One of those lines went through Louisiana, the other is believed to have gone through Georgia.

This circuit design explains why when the line was cut in Louisiana, 37 still consoles remained active and able to handle calls. At the same time, however, 83 consoles were incapacitated and this severely impacted our ability to process FRS calls.

Prior to September, 1999 the Miami center was supported by a dedicated ACD that was physically located on-site. When we moved to MCI WorldCom's ISN platform in September of 1999, the networking change was made to utilize the Memphis Nortel ACD, the same state of the art ACD used by MCI WorldCom's Operator Services.

Each console at the Miami center was hard-wired with a dedicated circuit from that Memphis ACD. Once those circuits were cut, the consoles were out of commission until the fiber was repaired. Typically, fiber cuts can be repaired in a matter of hours. Because of the hazardous material on the train, authorities would not allow repair crews on the site until June 4, when the repair was completed.

This event was beyond the reasonable control of MCI WorldCom and certainly qualifies as a Force Majeure event per the FRS contract, and as such MCI WorldCom should not be held liable for failure to perform to the contractual requirements during it's duration. We respectfully request that Staff amend and reduce it's recommended liquidated damages assessment by \$15,000, the amount associated with the 3 non-compliant days during this event.

If you have further questions, please feel free to call me at 413-493-1152. Thank you.

Sincerely,
George

State of Florida



Public Service Commission

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

DATE: August 2, 2000
TO: DIVISION OF RECORDS AND REPORTING
FROM: MARTHA C. BROWN, DIVISION OF APPEALS *MCB*
RE: ORDER NO. 960598-TP

FOF
1415-TP

FILE NAME: 960598.ORD

Attached is an order to be issued as soon as possible.

MCB
Attachment

cc: Wanda Terrell

pg. 2

RECEIVED-PPSC
09 AUG -2 AM 11:05
RECORDS AND REPORTING

2/16