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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 9912222-TP

In the matter of

IMPLEMENTATION OF FLORIDA
TELECOMMUNICATIONS ACCESS
SYSTEM ACT OF 1991.

PROCEEDINGS: ADVISORY COMMITTEE HEARING

DATE: Monday, October 7, 2002

TIME: Commenced at 10:00 a.m.

 Concluded at 12:41 p.m.

PLACE: Hillsborough County Center
 County Commission Board Room
 601 E. Kennedy Blvd.
 Tampa, FL 33602

REPORTED BY: Koretta E. Fleming, RPR

RECEIVED 11-1-02

DOCUMENT NUMBER-DATE
12012 NOV-18
FPSC-COMMISSION CLERK

1 IN ATTENDANCE:

2 ANDY LANGE, Sprint

3 KEN GOULSTON, Sprint

4 NANCY SCHNITZER, Sprint

5 JAMES FORSTALL, Executive Director FTRI

6 CHRIS WAGNER, Florida Association of the Deaf

7 JERRY CONNER, Deaf Service Center Association

8 JOAN ANDREWS, Self-Help for the Hard of Hearing

9 BARBARA DREYFUS, Ultratec

10

11 FOR THE FPSC:

12 BETH SALAK and SUSAN HOWARD

13 LAURA KING, FPSC Division of Competitive Services

14

15 INTERPRETERS:

16 Krista Papesch

17 Ben Zapata

18 Tina Riner

19

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21

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1 P R O C E E D I N G S

2 >>BETH SALAK: ALL RIGHT. WE'RE GOING TO GET
3 STARTED. WE'VE TAKEN CARE OF THE CHALLENGES OF THE
4 TECHNICAL PROBLEMS THAT WE'VE HAD.

5 WE'RE GOING TO DO QUICK INTRODUCTIONS AND THEN
6 WE'RE GOING TO GO STRAIGHT INTO THE CAPTEL PRESENTATION,
7 SO WE CAN GET THE PRESENTATION STARTED.

8 I'M BETH SALAK WITH THE FLORIDA PUBLIC SERVICE
9 COMMISSION. AS YOU MAY KNOW, CONTRACTS FOR RELAY
10 HANDLES OTHER ISSUES ASSOCIATED WITH RELAY.

11 IF WE COULD GO AROUND THE TABLE TO INTRODUCE
12 OURSELVES AND THEN I'D LOVE TO HEAR WHO IS IN THE
13 AUDIENCE. I'M REAL EXCITED ABOUT BEING IN ANOTHER PART
14 OF THE STATE BESIDES TALLAHASSEE FOR THE FIRST TIME.
15 I'M HOPING TODAY'S MEETING IS A SUCCESS AND THAT WE GET
16 A LOT OF INPUT AND A LOT OF IDEAS AND ARE ABLE TO WORK
17 TOGETHER TO BE THE BEST RELAY SYSTEM WE CAN BE. SO I'M
18 GOING TO START TO MY LEFT.

19 >>LAURA KING: GOOD MORNING. MY NAME IS LAURA
20 KING, AND I'M WITH THE FLORIDA PUBLIC SERVICE COMMISSION
21 STAFF.

22 >>NANCY SCHNITZER: GOOD MORNING, I'M NANCY
23 SCHNITZER WITH SPRINT REPRESENTING THE LOCAL EXCHANGE
24 COMPANIES.

25 >>CHRIS WAGNER: GOOD MORNING, MY NAME IS

1 CHRIS WAGNER, AND I'M FROM THE FLORIDA ASSOCIATION FOR
2 THE DEAF.

3 >>JERRY CONNER: GOOD MORNING. I'M JERRY
4 CONNER REPRESENTING THE DEAF SERVICE CENTER ASSOCIATION.

5 >>JOAN ANDREWS: HELLO, I AM JOAN ANDREWS
6 REPRESENTING SELF-HELP FOR HARD OF HEARING PEOPLE.

7 TODAY I'M SITTING IN FOR SHIRLEY JONES.

8 >>BETH SALAK: WE GO TO THE AUDIENCE. TELL ME
9 WHO YOU ARE AND WHO YOU'RE WITH. THAT WOULD BE
10 WONDERFUL.

11 >>SPEAKER: MY NAME IS JAMES FORSTALL. I'M
12 THE EXECUTIVE DIRECTOR FOR FTRI.

13 >>SPEAKER: I'M JERRY FROM CLEARWATER,
14 FLORIDA.

15 >>ANDY LANGE: HELLO. GOOD MORNING. I'M ANDY
16 LANGE WITH SPRINT.

17 >>SPEAKER: GOOD MORNING. MY NAME IS SARAH
18 HARRIS, AND I'M THE DIRECTOR OF CLIENT SERVICES FOR DEAF
19 AND HARD OF HEARING SERVICES OF FLORIDA.

20 >>KEN GOULSTON: GOOD MORNING. I'M KEN
21 GOULSTON WITH SPRINT.

22 >>SPEAKER: I AM JIM DIAZ WITH THE FLORIDA
23 SELF-HELP FOR HARD OF HEARING.

24 >>SPEAKER: I'M THE DIRECTOR FOR THE DEAF
25 BUREAU SERVICES.

1 >>SPEAKER: I'M JOE FROM CLEARWATER.

2 >>SPEAKER: I'M WILLIAM NEIL INVOLVED WITH ST.
3 PETE ASSOCIATION OF THE DEAF.

4 >>SPEAKER: MY NAME IS JOHN [INAUDIBLE]. I'M
5 LEADER OF THE ASSOCIATION OF THE DEAF IN ST. PETERSBURG.

6 >>SPEAKER: GOOD MORNING. I'M GARY NIXON,
7 UNIVERSITY OF FLORIDA, REPRESENTATIVE FOR THE ST.
8 PETERSBURG ASSOCIATION OF THE DEAF.

9 >>BARBARA DREYFUS: I'M BARBARA DREYFUS FROM
10 ULTRATEC.

11 >>SPEAKER: I'M SCOTT WITH MCI GLOBAL RELAY.

12 >>SPEAKER: I'M FROM FRIENDS OF THE DEAF
13 SERVICE CENTER.

14 >>SPEAKER: I'M DAWN MARIE, PROGRAM DIRECTOR
15 FROM DEAF AND HARD OF HEARING SERVICES.

16 >>SPEAKER: I'M WITH SELF-HELP FOR HARD OF
17 HEARING.

18 >>SPEAKER: I'M WITH SELF-HELP FOR HARD OF
19 HEARING PEOPLE AND AMERICANS WITH DISABILITIES WORKING
20 GROUP.

21 >>BETH SALAK: SUSAN HOWARD CAN HELP YOU WITH
22 JUST ABOUT ANY PROBLEM YOU NEED HELP WITH.

23 KORETTA WILL BE DOING OUR C.A.R.T. FOR US AND
24 WILL LET US KNOW WHEN SHE NEEDS A BREAK. AND IF THE
25 INTERPRETERS WOULD INTRODUCE THEMSELVES, THAT WOULD BE

1 GREAT.

2 >>INTERPRETER: HELLO. I'M KRISTA PAPESCH.

3 >>INTERPRETER: MY NAME IS BEN ZAPATA.

4 >>INTERPRETER: MY NAME IS TINA RINER. I'M A
5 CERTIFIED SIGN LANGUAGE INTERPRETER.

6 >>BETH SALAK: EXCELLENT. THANK YOU.

7 I JUST WANTED TO MENTION BRIEFLY BEFORE WE GET
8 STARTED THERE ARE EXTRA COPIES OF THE AGENDA OVER ON THE
9 SIDE TABLE, THE FLORIDA STATUTES THAT DISCUSS THE
10 AUTHORITY FOR RELAY AND HOW IT ALL WORKS, HOW IT'S
11 SUPPOSED TO WORK IN FLORIDA.

12 WE HAVE COPIES OF BROCHURES FROM THE FLORIDA
13 PUBLIC SERVICE COMMISSION SO YOU CAN KNOW MORE ABOUT US
14 AND SOME OF THE THINGS THAT WE DO.

15 THERE ARE SOME BROCHURES FROM FTRI THAT WILL
16 EXPLAIN SOME OF THE SERVICES TO YOU AND WHAT IS OFFERED
17 TO YOU, SO THOSE ARE ALL ON THE SIDE TABLE. PLEASE FEEL
18 FREE TO PICK SOME UP.

19 ALSO, I THINK SUSAN'S CARD IS THERE AND MY
20 CARD IS THERE IN CASE YOU WANT TO CONTACT US PERSONALLY
21 ONCE WE GET BACK TO TALLAHASSEE WITH OUR E-MAIL
22 ADDRESSES, IF YOU HAVE A COMPLAINT OR SOMETHING YOU'D
23 LIKE TO SEE US DO OR ANY TYPE OF CONTACT FOR ANY REASON.

24 SO WITH THAT SAID AND TO MAKE SURE THE
25 TECHNOLOGY KEEPS ON WORKING, WE'RE GOING TO HAVE BARBARA

1 COME UP AND GET STARTED WITH OUR CAPTEL DEMONSTRATION.

2 >>BARBARA DREYFUS: THANK YOU. THIS IS A
3 REALLY AWKWARD SITUATION FOR ME. I'M USED TO SIGNING
4 FOR MYSELF, AND I CAN'T FIGURE OUT HOW TO DO THIS.

5 SO I THINK -- BEST THING TO DO -- I'M SORRY --
6 IS TO STAND WITH MY BACK TO YOU AND TALK TO YOU ALL AND
7 YOU CAN INTERPRET, AND WHEN WE HAVE QUESTIONS AND
8 ANSWERS I'LL TRY AND GO BACK AND FORTH.

9 >>SPEAKER: BECAUSE THERE'S NO C.A.R.T.
10 REPORTING, I REALLY NEED TO READ YOUR LIPS. DO YOU
11 THINK YOU COULD FACE US?

12 >>SPEAKER: I CANNOT HEAR YOU AND WITHOUT REAL
13 TIME, I DON'T KNOW WHAT YOU'RE SAYING.

14 >>SPEAKER: YOU'LL HAVE TO SPEAK LOUDER,
15 BECAUSE PEOPLE IN THE AUDIENCE --

16 >>BARBARA DREYFUS: CAN YOU HEAR ME NOW?
17 OKAY. THERE'S NOTHING WORSE THAN TAKING A SIGN LANGUAGE
18 INTERPRETER AND TELLING HER NOT TO USE HER HANDS.

19 I'M GOING TO TALK TO YOU TODAY ABOUT
20 CAPTIONING TELEPHONE, WHICH WE CONSIDER THE BEST THING
21 SINCE SLICE BREAD AND THE NEWEST BREAKTHROUGH IN
22 TELECOMMUNICATIONS FOR HARD OF HEARING PEOPLE AND DEAF
23 PEOPLE WHO CAN SPEAK.

24 THE BEST WAY TO THINK ABOUT CAPTIONED
25 TELEPHONE, WHICH LOOKS LIKE THIS, IT IS A TELEPHONE WITH

1 A DISPLAY, IS TO COMPARE IT TO CAPTIONED TELEVISION.

2 CAPTIONED TELEVISION, WHEN PEOPLE WATCH IT,
3 THEY LISTEN TO THE SOUND AND THEY READ WHAT THEY NEED.
4 SOME PEOPLE READ A LOT. SOME PEOPLE ONLY READ THE
5 THINGS THAT THEY MISS, BUT THEY ALWAYS HAVE SOUND AND
6 TEXT ON THE SCREEN AT THE SAME TIME.

7 CAPTIONED TELEPHONE GIVES YOU EXACTLY THAT.
8 IT LET'S YOU HEAR WHAT YOU CAN HEAR AND READ WHAT YOU
9 NEED TO READ. SO SOME PEOPLE WILL LISTEN TO EVERYTHING
10 AND ONLY READ THE WORDS THAT THEY MISS AND OTHER PEOPLE
11 WILL READ EVERYTHING BUT STILL BE ABLE TO GET THE VOCAL
12 INFLECTIONS, THE EMOTION, THE BACKGROUND SOUNDS,
13 ANYTHING THAT THEY CAN HEAR.

14 THE TEXT IS TRANSMITTED ON THE DISPLAY, WHICH
15 YOU CAN SEE UP ON THE SCREEN, AND IT'S TRANSMITTED
16 SIMULTANEOUSLY, SO DIFFERENT FROM VCO TODAY WHERE YOU
17 MAY -- IF YOU USE TWO-LINE VCO -- YOU MAY BE HEARING,
18 BUT THE TEXT IS USUALLY GOING TO BE PRETTY FAR BEHIND.

19 THIS IS SIMULTANEOUS. THE EQUIPMENT THAT IS
20 NEEDED TO USE THIS SERVICE IS THE TELEPHONE. YOU NEED A
21 SPECIAL CAPTION TELEPHONE, WHICH IS DESIGNED TO INTERACT
22 WITH A CAPTIONING SERVICE TO GIVE YOU THE CAPTIONS, AND
23 IT'S ALSO AN AMPLIFIED PHONE.

24 THE CAPTIONING SERVICE IS DONE AT THE CAPTEL
25 CENTER, AND THIS IS HOW IT WORKS. YOU HAVE A CAPTEL

1 USER, YOU HAVE THE OTHER PARTY, WHICH IS THE PERSON THAT
2 THEY'RE CALLING, AND YOU HAVE THE CAPTIONING SERVICE.
3 THE CAPTEL USER TALKS DIRECTLY TO THE OTHER PARTY. THE
4 OTHER PARTY TALKS DIRECTLY BACK TO THE CAPTEL USER SO
5 THEY'RE HAVING A BACK AND FORTH CONVERSATION.

6 WHEN THE OTHER PARTY TALKS, THE CAPTIONING
7 SERVICE IS ALSO HEARING WHAT THAT PERSON SAYS AND
8 EVERYTHING THEY SAY IS GOING THROUGH THE CAPTIONING
9 SERVICE WHICH TRANSCRIBES THE WORDS INTO CAPTIONS WHICH
10 ARE THEN READ ON THE CAPTEL PHONE, OKAY?

11 SO WHEN YOU MAKE A CAPTEL CALL, THE USER WHO
12 HAS THE CAPTEL PHONE DIALS THE FRIEND'S NUMBER ON THE
13 CAPTEL. NOTICE, THEY DO NOT DIAL ANY RELAY SERVICE.
14 THEY DIAL THEIR FRIEND'S NUMBER. THE PHONE
15 AUTOMATICALLY CONNECTS TO THE RELAY. THEY DON'T HAVE TO
16 DO A THING. THE PHONE CONNECTS TO THE RELAY AND THEN
17 THE RELAY CONNECTS THE PHONE TO THE FRIEND'S NUMBER SO
18 NOW YOU'RE CONNECTED DIRECTLY TO THE PERSON YOU CALLED
19 AS WELL AS TO THE RELAY OR CAPTIONING CENTER.

20 WHEN THE OTHER PARTY ANSWERS, THE CAPTEL USER
21 HEARS EVERYTHING THEY SAY, JUST LIKE A TRADITIONAL CALL,
22 SO YOU CAN SEE THEY'RE HEARING EXACTLY WHAT'S BEING
23 SAID.

24 AND BEHIND THE SCENES, A SPECIALLY-TRAINED
25 OPERATOR AT THE CAPTIONING SERVICE TRANSCRIBES

1 EVERYTHING THAT IS BEING SAID INTO WRITTEN TEXT, BUT
2 THEY'RE NOT TYPING. THEY'RE USING VOICE RECOGNITION
3 TECHNOLOGY. THAT'S WHAT ALLOWS THEM TO KEEP UP WITH THE
4 SPEED OF SPEECH.

5 SO INSTEAD OF TRYING TO TYPE EVERYTHING AS
6 FAST AS THEY CAN, THE CAPTIONIST LISTENS TO THE PERSON
7 TALKING AND RE-VOICES INTO THE COMPUTER THAT IS TRAINED
8 FOR THE CAPTIONIST'S VOICE. AND INSTANTLY, THE COMPUTER
9 SWITCHES IT INTO TEXT AND TRANSMITS IT THROUGH THE PHONE
10 LINE SO THAT THE PERSON IS GETTING THE CAPTIONS ON THEIR
11 DISPLAY.

12 WHEN THE USER TALKS TO THEIR FRIEND, THE
13 OPERATOR DOESN'T PARTICIPATE AT ALL, SO YOU HAVE HALF OF
14 THE CONVERSATION IS NEVER BEING HEARD. WHEN THE HEARING
15 OR THE CAPTEL USER IS TALKING, THE CAPTIONIST ISN'T EVEN
16 PARTICIPATING, ISN'T EVEN LISTENING. THE ONLY TIME
17 THEY'RE LISTENING ON-LINE IS WHEN THE FRIEND IS TALKING
18 BACK TO THE CAPTEL USER.

19 OKAY. SO IF YOU THINK ABOUT IT, WHEN THE
20 FRIEND TALKS TO THE CAPTEL USER, THAT CAPTIONIST IS
21 LISTENING, RE-VOICING. AND NOBODY HEARS THE CAPTIONIST
22 REVOICING. IT'S BLOCKED. SO THIS SERVICE IS TOTALLY
23 TRANSPARENT TO THE OTHER USER. NOBODY EVER HAS TO EVER
24 KNOW THAT THERE IS A CAPTIONIST ON THE PHONE. IT'S
25 REALLY YOUR CHOICE, WHETHER YOU WANT TO TELL THEM OR

1 NOT. NOBODY ANSWERS AND SAYS, "HAVE YOU EVER HAD A
2 RELAY CALL BEFORE?" YOU DON'T HAVE TO CALL THE RELAY
3 AND TALK TO THEM. IT'S ALL AUTOMATICALLY DONE AND
4 TOTALLY TRANSPARENT.

5 OKAY. SO THE GOAL IS THAT THE CALLS ARE
6 INTENDED TO BE NATURAL, BACK AND FORTH CONVERSATIONS,
7 YOU AND THE PERSON YOU ARE TALKING TO CAN INTERRUPT EACH
8 OTHER, JUST LIKE EVERYBODY ELSE DOES, SO WE'RE ALLOWING
9 YOU TO BE RUDE. AND IF YOU'RE ABLE TO UNDERSTAND WHAT
10 WAS SAID BY HEARING, YOU CAN ANSWER BEFORE YOU GET THE
11 CAPTIONS.

12 YOU DON'T HAVE TO -- THE CAPTIONS WILL BE
13 SLIGHTLY DELAYED, LIKE MAYBE TWO SECONDS, BECAUSE IT
14 DOES TAKE TIME TO TURN AROUND WHEN SOMEBODY STOPS AND
15 THEN STARTS TALKING, BUT LET'S SAY YOU UNDERSTOOD WHAT
16 THEY SAID AND THE LAST WORDS WERE COMING UP, YOU CAN GO
17 AHEAD AND ANSWER, BECAUSE THEY'RE GOING TO HEAR YOU.

18 THIS IS HOW IT'S DIFFERENT FROM VCO. AND FOR
19 THOSE OF YOU WHO KNOW WHAT VCO IS, VOICE CARRYOVER, I
20 CAN SAY ANYTHING I WANT TO SAY ABOUT IT, BECAUSE
21 ULTRATEC INVENTED IT. AND WE INVENTED IT. AND AT THE
22 TIME WE THOUGHT, WELL, THIS IS THE ANSWER FOR PEOPLE WHO
23 WANT TO TALK FOR THEMSELVES. BUT WHAT HAPPENS WHEN YOU
24 MAKE A VCO CALL IS THE VCO USER MUST CALL THE RELAY,
25 TELL THE OPERATOR WHAT THE NUMBER IS SO THAT THEY CAN

1 THEN MAKE THE CALL.

2 IT TAKES ABOUT 15 SECONDS TO SEVERAL MINUTES
3 TO SET IT ALL UP, AND IT'S LIKE MAKING A CALL WITHIN A
4 CALL, SO YOU'RE REALLY HAVING TO TELL SOMEBODY TO PLEASE
5 CALL THE NUMBER FOR YOU AND WAIT WHILE THEY SET IT ALL
6 UP. THE OPERATOR TRIES, BUT THEY'RE TRANSCRIBING A
7 VOICE BY TYPING. MOST PEOPLE TALK UP TO 180 WORDS A
8 MINUTE, AND MOST OPERATORS TYPE 40 TO 60 WORDS A MINUTE.
9 SO THAT MEANS THAT THEY'RE SENDING TEXT AT 40 TO 60
10 WORDS A MINUTE AND THE USER DOESN'T HEAR ANYTHING AT
11 ALL.

12 SO YOU'RE TALKING AND WHEN YOUR FRIEND IS
13 TALKING BACK TO YOU, YOU HEAR NOTHING AND YOU'RE HEARING
14 NOTHING AND YOU'RE GETTING WORDS ONLY AT 40 TO 60 WORDS
15 A MINUTE, WHICH MEANS THAT THE USER IS WAITING AND
16 WAITING AND WAITING FOR YOUR RESPONSE.

17 IN A TYPING RELAY, BECAUSE TYPISTS ARE HUMAN
18 BEINGS AND THEY TYPE AS FAST AS THEY CAN, THE AVERAGE
19 RELAY CALL, BASED ON STUDIES THAT WE DID WITH SCRIPTED
20 MATERIAL, WE TOOK A SCRIPT AND WE CALLED ALL THE RELAYS
21 SO WE DIDN'T SINGLE ANYBODY OUT. THE AVERAGE ERROR RATE
22 FOR MISSING WAS 21% ON AVERAGE.

23 THAT MEANS THAT EITHER 21% WERE ACTUAL
24 MISTAKES OR SOME PERCENTAGE WAS TOTALLY GONE, BECAUSE
25 THE CA'S TRYING TO TYPE SO FAST THAT THEY MISS THINGS IN

1 ORDER TO TRY TO KEEP UP.

2 IN A CAPTEL RELAY, OUR AVERAGE MISSING OR
3 WRONG IS 1%, SO YOU HAVE 21% VERSUS 1%. AND IN THE
4 WORST-CASE SCENARIO, WE FOUND 51% WAS MISSING OR WRONG
5 IN A TYPING RELAY USING VCO; WHEREAS, OUR WORST-CASE
6 SCENARIO FOR CAPTEL IS 2% MISSING OR WRONG.

7 HERE ARE THE DIFFERENCES BETWEEN CAPTEL AND
8 VCO. WITH CAPTEL, YOU DON'T HAVE TO SET ANYTHING UP.
9 THE CAPTIONS ARE FAST AND ACCURATE AND ALL OF THE SOUNDS
10 OF THE CALL ARE SENT TO THAT CAPTEL USER.

11 NOW, TWO-LINE VCO WERE PEOPLE'S ATTEMPT TO GET
12 THE BENEFITS OF CAPTEL BEFORE THEY KNEW ABOUT CAPTEL.
13 THERE WERE PEOPLE WHO REALIZE I REALLY WANT TO HEAR WHAT
14 THAT PERSON IS SAYING, IF ONLY JUST TO HEAR THEM BE
15 ANGRY OR HAPPY OR SAD, SO THEY DID TWO SEPARATE LINES
16 AND TRIED TO SET UP A VCO CALL.

17 IT REQUIRED TWO PHONE LINES. YOU HAD TO HAVE
18 CONFERENCE CALLING CAPABILITY. YOU HAVE TO DIAL TWO
19 DIFFERENT NUMBERS. IT REQUIRES CALL SET-UP AND THE CA,
20 BECAUSE THEY'RE TYPING, IS GOING TO ABBREVIATE. SO IT'S
21 AN ABBREVIATED VERSION, BECAUSE THEY CAN'T KEEP UP.

22 WITH CAPTEL, YOU HAVE ONE PHONE LINE, YOU HAVE
23 TO PICK -- YOU PICK UP THE HANDSET AND YOU DIAL
24 DIRECTLY. THERE IS NO CALL SET-UP, AND EVERYTHING THE
25 PERSON SAYS IS TRANSMITTED TO YOU BOTH IN SOUND AND

1 TEXT. AND MOST IMPORTANTLY THE CAPTEL WORKS LIKE ANY
2 OTHER TELEPHONE. THE USER IS MAKING A PHONE CALL JUST
3 LIKE ANYBODY ELSE.

4 NOW, WHO CAN USE CAPTEL? WE SEE POTENTIAL
5 USERS AS PEOPLE WHO ARE DEAF WHO ARE ABLE TO SPEAK,
6 LATE-DEAFENED PERSONS WHO ALWAYS USED THE PHONE, THEN
7 BECAME DEAF AND WERE CUT OFF FROM USING THE PHONE. THEY
8 CAN STILL SPEAK AND THEY WANT TO USE THE PHONE THE WAY
9 THEY ALWAYS DID.

10 COCHLEAR IMPLANT USERS, CURRENT VCO AND
11 TWO-LINE VCO USERS, AMPLIFIED TELEPHONE USERS, MANY
12 PEOPLE WHO USE AMPLIFIED PHONES, THOUGH IT'S AMPLIFIED,
13 DON'T HEAR EVERYTHING AND THEY'RE STRUGGLING TO
14 UNDERSTAND. SO BECAUSE A CAPTEL PHONE IS AMPLIFIED,
15 WOULDN'T IT BE NICE TO BE ABLE TO HEAR AND NOT HAVE TO
16 STRUGGLE BECAUSE YOU KNOW YOU HAVE BACKUP WITH THE TEXT,
17 SO THAT YOU'RE ALWAYS ABLE TO SEE EXACTLY WHAT'S BEING
18 SAID? SO THAT WOULD INCLUDE HARD-OF-HEARING PERSONS WHO
19 HAVE DIFFICULTY UNDERSTANDING SPEECH OVER THE PHONE.

20 NOW, WE HAVE BEEN IN TRIAL, I THINK, IT'S
21 ABOUT SIX STATES NOW. WE STARTED IN WISCONSIN. WE DID
22 A TRIAL WITH SPRINT WITH THE FEDERAL RELAY. WE HAVE A
23 TRIAL IN MARYLAND AND VIRGINIA. WE JUST STARTED ONE IN
24 WASHINGTON STATE. OREGON IS STARTING IN NOVEMBER.
25 ILLINOIS IS STARTING IN JANUARY. CALIFORNIA IS STARTING

1 IN MARCH, AND FLORIDA IS STARTING IN JUNE.

2 HERE'S WHAT TRIALISTS ARE CURRENTLY SAYING
3 ABOUT CAPTEL: "I LOVE THIS PHONE. IT'S EXACTLY WHAT
4 I'VE BEEN WAITING FOR."

5 "VERY EXCITED. TALKED TO TWO PEOPLE TODAY,
6 ONE OF WHOM I HAD NEVER TALKED TO ON THE PHONE BEFORE
7 AND WITHOUT ANY PROBLEMS."

8 "I LOVE USING MY CAPTION TELEPHONE. THIS IS
9 A GREAT SERVICE FOR THOSE WHO TALK WELL BUT CANNOT
10 UNDERSTAND WHAT THE VOICE SAID MOST OF THE TIME."

11 THIS IS ONE OF MY FAVORITES. IN WISCONSIN OUR
12 BUSIEST CAPTEL USER IS CURRENTLY A 90-YEAR-OLD
13 GRANDMOTHER WHO HAD NOT USED THE PHONE AT ALL FOR
14 PROBABLY 10, 15 YEARS. HER GRANDDAUGHTER BROUGHT HER IN
15 TO GET HER TO TRY THE PHONE. THIS WOMAN CAN'T STOP
16 CALLING PEOPLE. SHE IS SO EXCITED TO BE BACK IN THE
17 WORLD AND TALKING TO HER FAMILY AND HER FRIENDS, HER
18 GRANDCHILDREN.

19 THE GRANDDAUGHTER SAYS, "I JUST SPOKE WITH MY
20 GRANDMOTHER, WHO IS USING THE CAPTION TELEPHONE, IT WAS
21 GREAT. WE WERE ABLE TO HAVE A REGULAR SMOOTH FLOWING
22 CONVERSATION. I'M SO EXCITED."

23 AND THAT WAS THE GRANDDAUGHTER WHO WAS SO
24 EXCITED, BECAUSE SHE COULD NOW REALLY TALK WITH PLEASURE
25 TO HER GRANDMOTHER. SO WHEN WE THINK ABOUT USING

1 TECHNOLOGY, IT'S NOT JUST FOR THE PERSON WITH THE
2 HEARING LOSS. IT'S FOR ALL THE PEOPLE WHO WANTED TO
3 TALK TO THEM WHO HAVE BEEN FRUSTRATED BECAUSE THEY
4 COULDN'T DO IT, AND NOW THEY CAN.

5 A MOTHER OF TWO CAPTEL PARTICIPANTS, A HEARING
6 MOTHER WHO HAS TWO HARD-OF-HEARING CHILDREN SAID,
7 "CAPTEL HAS GIVEN ME SOMETHING I NEVER DREAMED POSSIBLE,
8 THE OPPORTUNITY TO TALK TO MY CHILDREN AS IF THEY COULD
9 HEAR. THANK YOU."

10 THE GOAL IS TO MAKE COMMUNICATION FUNCTIONALLY
11 EQUIVALENT. THAT'S WHAT THE GOAL WITH THE AMERICAN WITH
12 DISABILITIES ACT WAS. THAT WAS THE FCC MANDATE, TO
13 IMPROVE TECHNOLOGY, TO MAKE IT FUNCTIONALLY EQUIVALENT
14 FOR EVERYONE EVERYWHERE, AND WE THINK WE HAVE COME
15 PRETTY CLOSE. ANY QUESTIONS? JERRY?

16 >>JERRY CONNER: YOU MAY HAVE SAID THIS, BUT I
17 MAY HAVE MISSED IT. IF A PERSON IS USING CAPTEL, THEY
18 JUST DIAL IT AND THEIR PHONE AUTOMATICALLY KNOWS WHAT
19 IT'S SUPPOSED TO DO, WHAT IF SOMEBODY'S CALLING THAT
20 PERSON?

21 >>BARBARA DREYFUS: REALLY GOOD QUESTION.
22 RIGHT NOW, THE CAPTEL USER GIVES SOMEBODY AN 800 NUMBER
23 TO CALL. THAT 800 NUMBER, YOU NEVER TALK TO AN
24 OPERATOR, SO THAT 800 NUMBER WHEN THE PERSON CALLS IT
25 HAS AN AUTOMATED VOICE THAT SAYS, "WHAT IS THE NUMBER OF

1 THE PARTY YOU WANT TO DIAL?" SO THEN, THE USER PUTS IN
2 YOUR HOME PHONE NUMBER, AND IT RINGS AT YOUR HOUSE,
3 OKAY?

4 THE GOAL EVENTUALLY -- AND WE'RE WORKING ON IT
5 -- IS THAT YOUR PHONE WILL RECOGNIZE THAT IT'S GETTING A
6 CALL AND WILL BE ABLE TO SPLIT OUT AND CALL THE CENTER
7 TO ADD THE CAPTIONING TO IT.

8 SO IN CASE SOMEBODY CALLED YOU THAT DIDN'T
9 KNOW YOU HAD A CAPTION TELEPHONE RIGHT NOW, IF THAT
10 HAPPENED, YOU WOULD HANG UP, CALL THEM BACK SO THAT YOU
11 COULD GET THE SERVICE.

12 ANY OTHER QUESTIONS?

13 WHAT I'D LIKE TO DO IS MAKE A TELEPHONE CALL.
14 SO I'D LIKE TO SHOW YOU WHAT CAPTEL LOOKS LIKE IN A LIVE
15 CALL. SO WHAT WE'RE GOING TO DO IS HAVE SOMEBODY COME
16 UP. AND, CHRIS, I UNDERSTAND THAT YOU MAYBE WOULD MAKE
17 A CALL FOR US?

18 >>CHRIS WAGNER: SURE.

19 >>BARBARA DREYFUS: HAVE YOU USED CAPTEL
20 BEFORE?

21 >>CHRIS WAGNER: NO.

22 >>BARBARA DREYFUS: OKAY. WE'RE GOING TO PUT
23 A PROJECTOR UP ON DISPLAY SO WE CAN SEE WHAT THE TEXT
24 LOOKS LIKE UP ABOVE. HOW IS IT GOING TO WORK? DO YOU
25 HAVE SOMEONE THAT YOU CAN CALL?

1 >>CHRIS WAGNER: MY OFFICE.

2 >>BARBARA DREYFUS: JUST DIAL ONE AND THE AREA
3 CODE. THE PHONE ITSELF WILL CONNECT TO THE CAPTIONING
4 CENTER AND THEN CALL YOUR 800 NUMBER, OKAY? NOW YOU
5 HAVE VOLUME CONTROL HERE ON THE SIDE, AND IF YOU NEED IT
6 LOUDER YOU CAN PRESS IT HERE. THAT WILL BOOST IT.
7 OKAY?

8 >>CHRIS WAGNER: DIAL 9?

9 >>BARBARA DREYFUS: NO. SO YOU SEE IT SAYS
10 WAITING FOR CAPTIONS, BECAUSE IT'S CONNECTING TO THE
11 CAPTIONING CENTER.

12 ON DISPLAY IT SHOWS YOU THAT THE CA HAS
13 ANSWERED AND THEY'RE NOW DIALING THE NUMBER, THAT IT'S
14 RINGING. A FEMALE ANSWERED, AND IT'S A RECORDING. LOOK
15 HOW FAST THEY CAN TRANSLATE A RECORDING.

16 NOW IF YOU WANT, YOU CAN JUST PRESS THE
17 INFORMATION. NOTICE THAT RIGHT NOW WHEN YOU MAKE A
18 RELAY CALL IF YOU GOT AN AUTOMATIC SYSTEM YOU'D HAVE TO
19 TELL THE OPERATOR TO PRESS THE NUMBER FOR YOU.

20 WITH THIS YOU DO IT YOURSELF.

21 >>CHRIS WAGNER: I WANTED TO SAY HOW ARE YOU
22 DOING? OKAY. GREAT. I'LL TALK TO YOU LATER. BYE-BYE.

23 >>BARBARA DREYFUS: WE WANTED TO TALK SOME
24 MORE, SO ASK HER HOW THE WEATHER IS.

25 [LAUGHTER]

1 >>CHRIS WAGNER: OKAY. HOLD ON A MINUTE.
2 THERE'S 30, 40 PEOPLE HERE LISTENING TO YOU. OKAY. ALL
3 RIGHT. BYE. NO PROBLEM. HAVE HER TALK TO PATTY.
4 >>BARBARA DREYFUS: ASK HER TO TELL YOU
5 SOMETHING MORE SO WE CAN SEE THE CAPTIONS, BUT REMEMBER
6 THAT PEOPLE ARE READING WHAT SHE'S SAYING, SO BE
7 CAREFUL.
8 [PHONE CONVERSATION]
9 >>CHRIS WAGNER: AND HOW IS THE LITTLE PUPPY?
10 GOOD. GREAT. THANK YOU. I'LL TALK TO YOU LATER.
11 BYE-BYE.
12 >>SPEAKER: THAT'S COOL.
13 >>BARBARA DREYFUS: THAT'S COOL, YES.
14 [APPLAUSE]
15 >>SPEAKER: THE TIME WAS REALLY GOOD, TOO.
16 >>BARBARA DREYFUS: RIGHT.
17 >>SPEAKER: I HAVE A QUESTION. HOW CAN A
18 TRULY DEAF PERSON USE A CAPTEL PHONE?
19 >>BARBARA DREYFUS: A DEAF PERSON CAN USE IT
20 IF THEY TALK FOR THEMSELVES. IT'S REALLY DESIGNED FOR
21 PEOPLE WHO SPEAK FOR THEMSELVES OR IF THEY'RE HARD OF
22 HEARING, RIGHT, SO I'M SORRY.
23 JAMES?
24 >>JAMES FORSTALL: I USED IT BEFORE AND LIKE
25 IT; HOWEVER, WHAT HAPPENS IS WHEN YOU'RE USING THE PHONE

1 YOU GET IN THE HABIT OF EXPECTING TO SEE YOUR OWN
2 CONVERSATION TYPED, SO PEOPLE NEED TO REALIZE THAT IT'S
3 NOT YOUR OWN VOICE.

4 >>BARBARA DREYFUS: RIGHT. SO REALLY WHAT IT
5 IS, IT'S USING THE PHONE JUST LIKE OTHER PEOPLE USE IT.
6 IT'S JUST LIKE WITH THE AUTOMATED SYSTEM. RIGHT NOW IF
7 YOU CALL FOR RELAY AND THEY SAY PRESS ONE, YOU HAVE TO
8 TELL THE OPERATOR TO PRESS ONE, SO AT FIRST WHEN PEOPLE
9 USE THIS THEY SAY I DO IT MYSELF. SO IT'S REALLY GIVING
10 THE POWER BACK TO THE USER, BUT IT'S A SWITCH IN HOW
11 YOU'VE BEEN USING RELAY, DEFINITELY.

12 >>SPEAKER: TWO QUESTIONS. ONE, DOES THE
13 CAPTIONER HEAR BOTH SIDES?

14 >>BARBARA DREYFUS: NO.

15 >>SPEAKER: OKAY. AND THEN, THE WORDS, AS
16 THEY'RE BEING TRANSMITTED, IS THAT REGULAR VOICE AT 80
17 WORDS PER MINUTE, WOULD YOU SAY?

18 >>BARBARA DREYFUS: MM-HMM. OUR CAPTIONISTS
19 CAN GO UP TO -- WE HAVE ONE THAT CAN DO 225 WORDS PER
20 MINUTE WITH 1% ERROR RATE, SO IT'S PRETTY IMPRESSIVE.
21 IT KEEPS UP WITH THE SPEECH, BECAUSE THE CA IS LISTENING
22 AND SPEAKING, SO IT'S SIMULTANEOUS WITH MAYBE A
23 TWO-SECOND DELAY.

24 >>JERRY CONNER: I HAVE A QUESTION. WHAT IF
25 BOTH PARTIES ARE USING VCO?

1 >>BARBARA DREYFUS: GOOD QUESTION. THEY
2 CAN'T. WHAT THEY DO IS THE ONE PARTY CALLS THAT 800
3 NUMBER AND GIVES THEM THE NUMBER THAT THEY WANT TO CALL.
4 AND THEN, WHEN THEY CALL, THAT PHONE AUTOMATICALLY KNOWS
5 THAT IT'S BEEN CAPTIONED, SO THEY CALL THE CAPTIONER AND
6 THEY GET CAPTIONS. SO TWO HARD-OF-HEARING PEOPLE CAN
7 USE IT TO TALK TO EACH OTHER.

8 >>JERRY CONNER: CAN TWO CAPTELS TALK TO EACH
9 OTHER? IS THAT WHAT YOU WERE SAYING?

10 >>BARBARA DREYFUS: RIGHT.

11 >>JERRY CONNER: THE TWO CAPTELS CAN TALK TO
12 EACH OTHER?

13 >>BARBARA DREYFUS: YES. THEY EACH WOULD HAVE
14 THEIR OWN CAPTIONIST.

15 >>JERRY CONNER: DO YOU EVER CONFRONT THE
16 PROBLEM THAT BY NOT HEARING THE OTHER PART OF THE
17 CONVERSATION THAT YOU MIGHT BE AT A LITTLE BIT OF A
18 DISADVANTAGE?

19 >>BARBARA DREYFUS: NO. BECAUSE REMEMBER,
20 YOU'RE ONLY HEARING THE HEARING PERSON'S CONVERSATION.
21 WE HAVE NOT YET FOUND ANY PROBLEM WITH THAT, BUT WHAT
22 THE DIFFERENCE IS, FOR EXAMPLE, IF SOMEBODY DIDN'T
23 UNDERSTAND -- LET'S SAY THE CAPTIONIST SAID SOMETHING
24 AND IT DIDN'T MAKE SENSE TO THE OTHER END, THE OTHER END
25 HAS TO SAY, "EXCUSE ME, WHAT WAS THAT?"

1 SO WE REMOVE THAT FUNCTION FROM THE CA. THEY
2 HAVE NO SAY. THEY NEVER EVER, EVER SAY ANYTHING. YOU
3 WOULD NEVER -- FOR EXAMPLE, WITH RELAY NOW, IF YOU WANT
4 TO MAKE ANOTHER CALL, YOU'D TELL THE OPERATOR I WANT TO
5 MAKE ANOTHER CALL OR THEY ASK YOU, DO YOU WANT TO MAKE
6 ANOTHER CALL.

7 WITH CAPTION TELEPHONE, YOU HAVE TO HANG UP,
8 PICK UP THE PHONE AND DIAL AGAIN, JUST LIKE A HEARING
9 PERSON HAS TO DO. SO THE GOAL IS THAT THIS IS REGULAR
10 PHONE USAGE, TO THE BEST OF OUR ABILITY.

11 >>JOAN ANDREWS: I LIVE IN CHARLOTTE COUNTY,
12 AND THERE ARE TWO PEOPLE IN MY COMMUNITY WHO WOULD LIKE
13 TO DO A TRIAL WITH THE CAPTEL PHONE. ARE THERE STILL
14 SOME AVAILABLE FOR US?

15 >>BARBARA DREYFUS: YES. WELL, BECAUSE IN
16 FLORIDA IN THE TRIAL WE'LL BE TAKING 200 PARTICIPANTS.
17 KEN GOULSTON FROM SPRINT WILL BE TAKING NAMES FOR PEOPLE
18 THAT ARE INTERESTED IN PARTICIPATING IN THE TRIAL, SO
19 GIVE HIM THOSE NAMES AND HE'LL CONTACT THOSE PEOPLE.

20 >>JOAN ANDREWS: ALL RIGHT.

21 >>BARBARA DREYFUS: OKAY.

22 >>JOAN ANDREWS: THANK YOU.

23 >>BARBARA DREYFUS: AND DURING THE TRIAL,
24 WE'RE GIVING PEOPLE THE TELEPHONES TO USE. THEY CAN GET
25 ONE FOR HOME, ONE FOR WORK SO THAT THEY CAN REALLY HAVE

1 FULL ACCESS TO IT.

2 AND ALL THAT WE'RE ASKING THEM TO DO IS TAKE
3 CARE OF THE PHONE AND GIVE US FEEDBACK ON HOW THEY'RE
4 USING IT, WHAT THEY SAY, SEE WHAT THEY'D LIKE TO SEE
5 CHANGED, THAT KIND OF THING.

6 >>JOAN ANDREWS: AND HOW ABOUT THE CHARGES FOR
7 LONG-DISTANCE CALLS USING THE CAPTEL, DOES IT HANDLE
8 JUST LIKE ANY OTHER TELEPHONE?

9 >>BARBARA DREYFUS: YES. IT'S HANDLED JUST
10 LIKE A RELAY CALL. THE SERVICE IS FREE TO THE USER. IT
11 WILL BE COVERED BY RELAY, BUT YOUR LONG-DISTANCE CALL IS
12 YOUR LONG-DISTANCE CALL.

13 >>JOAN ANDREWS: THANK YOU.

14 >>BARBARA DREYFUS: ANY OTHER QUESTIONS?

15 >>JOAN ANDREWS: THERE'S SOME IN THE AUDIENCE.

16 >>SPEAKER: I'VE BEEN USING IT DURING THE
17 TRIAL PERIOD RIGHT NOW AND IT'S BEEN MY EXPERIENCE I'VE
18 BEEN HAVING TROUBLE WITH THE WORDS BEING MISSPELLED
19 QUITE FREQUENTLY ON THE SCREEN AND I HAVEN'T BEEN ABLE
20 TO KEEP UP WITH THE CONVERSATION AND TRYING TO FIGURE
21 OUT THE WORDS.

22 >>BARBARA DREYFUS: THE WORDS HAVE BEEN
23 MISSPELLED? ARE YOU FILLING THAT OUT ON YOUR EVALUATION
24 FORM AND SENDING IT IN?

25 >>SPEAKER: WELL, I HAVEN'T SENT THEM IN YET,

1 BUT I'VE ONLY BEEN USING THE PHONE FOR A WEEK.

2 >>BARBARA DREYFUS: OKAY. ONE OF THE THINGS
3 IS REMEMBER THAT BECAUSE IT'S A TRIAL WHILE WE'RE DOING
4 TRIALS WE'RE ALSO TRAINING NEW CAs. SO PROBABLY YOU'RE
5 GETTING SOMEBODY WHO IS JUST NEW IN THE TRAINING,
6 BECAUSE AS THE CAs WORK WITH THEIR VOICE RECOGNITION
7 THEY, AT THE END OF EVERY DAY, TEACH THE COMPUTER TO SAY
8 THE WORDS THAT WERE ERROR, THAT WERE MISSPELLED. BUT
9 WHAT WE'RE LOOKING FOR FROM YOU IS THAT FEEDBACK,
10 BECAUSE CHANCES ARE YOU'VE GOTTEN A CA THAT WAS VERY
11 NEW.

12 >>SPEAKER: OKAY. AND THE SECOND THING IS
13 THAT THE PEOPLE I'M CALLING ARE TELLING ME THAT THERE IS
14 A VERY ANNOYING ECHO GOING ON DURING THE CONVERSATION,
15 AND IT MIGHT BE BECAUSE I HAVE ALL THE DIALS TURNED UP.

16 >>BARBARA DREYFUS: THAT'S EXACTLY WHY.

17 >>SPEAKER: BUT MY HEARING LOSS IS SO PROFOUND
18 THAT I NEED THOSE DIALS TURNED UP.

19 >>BARBARA DREYFUS: RIGHT. ONE OF THE THINGS
20 THAT YOU POSSIBLY WILL WANT TO USE IS SOME KIND OF A
21 LOOP SYSTEM THEN, BECAUSE WHEN YOU CRANK THAT VOLUME UP
22 YOU DO GET ECHO.

23 WE'RE NOW WORKING ON VARIOUS OPTIONS TO HELP
24 PEOPLE. ONE IS A LOOP SYSTEM. ONE IS A SPECIAL CORD
25 YOUR HEARING AIDE CAN PLUG INTO, BUT WE'RE WORKING ON

1 THAT. SO FOR NOW, EVEN THOUGH YOU MAY NEED IT, TRY IT
2 JUST A LITTLE BIT LOWER AND SEE IF YOU CAN FIND SOME
3 PLACE THAT'S MORE COMFORTABLE.

4 >>SPEAKER: TWO QUESTIONS. ONE, I'M ASSUMING
5 I CAN TAKE THE PHONE AND PUT IT ON ANY OTHER PHONE LINE.
6 IT DOESN'T HAVE TO BE TIED TO ONE PHONE LINE.

7 >>BARBARA DREYFUS: OH, NO. IT'S A REGULAR
8 ANALOG PHONE.

9 >>SPEAKER: SO IF I TAKE IT TO MY PARENT'S
10 HOUSE, I WOULD BE ABLE TO USE THE SAME?

11 >>BARBARA DREYFUS: SURE.

12 >>SPEAKER: THE OTHER QUESTION IS IF I DID LET
13 SOMEONE KNOW THAT THERE IS A CA ASSISTANT INTERPRETING
14 THE TEXT, WHAT WOULD I TELL THAT PERSON TO GET THAT
15 PERSON'S CONFIDENCE THAT OUR CONVERSATION IS PRIVATE?

16 >>BARBARA DREYFUS: BASICALLY, THE CAs HAVE TO
17 FOLLOW ALL THE RULES OF RELAY, WHICH IS ALL INFORMATION
18 IS CONFIDENTIAL, SO IF YOU WOULD JUST ASSURE THEM THAT
19 IT'S A FEDERAL LAW THAT RELAY CALLS ARE ALL KEPT
20 CONFIDENTIAL. THERE'S NO RECORD OF ANY CALL. THERE'S
21 NO PRINT. THERE'S NO PRINTOUT, SO IT WOULD BE UNDER THE
22 SAME OF STANDARD RELAY.

23 >>SPEAKER: I UNDERSTAND THE DESIGN PROBLEM,
24 BUT THERE ARE MANY DEAF PEOPLE THAT HAVE A LINE THAT
25 THEY'D LIKE TO SWITCH TO THE CAPTEL. IF A PERSON WERE

1 USING CAPTEL, CAN YOU CALL?

2 >>BARBARA DREYFUS: ONLY THROUGH RELAYS. THE
3 SAME PROBLEM WE HAVE NOW, YOU KNOW, ULTRATEC HAS TTYs.

4 >>SPEAKER: IT'S A DIFFERENT TECHNOLOGY.

5 >>BARBARA DREYFUS: IT'S DIFFERENT TECHNOLOGY,
6 RIGHT. SO THIS PARTICULAR PRODUCT IS REALLY FOR PEOPLE.
7 IT'S NOT ABOUT HEARING LOSS, BUT IT IS ABOUT ABILITY TO
8 SPEAK ON THE PHONE. THE PROBLEM IS I CAN'T MAKE DEAF
9 PEOPLE ABLE TO SPEAK. I CAN'T MAKE -- IT'S JUST THAT
10 THE GOAL IS YOU HAVE DIFFERENT TECHNOLOGY TO MEET. ONE
11 PHONE DOESN'T FIT EVERY PERSON.

12 >>SPEAKER: AFTER THE TRIAL PERIOD IS OVER,
13 HOW WILL WE BE ABLE TO STILL ACCESS AND USE THE CAPTEL?

14 >>BARBARA DREYFUS: THE GOAL IS THAT --

15 >>SPEAKER: CAN YOU REPEAT THE QUESTION,
16 PLEASE?

17 >>BARBARA DREYFUS: AFTER THE TRIAL IS OVER,
18 HOW WILL WE BE ABLE TO USE CAPTEL AND STILL HAVE ACCESS
19 TO IT AND AFFORD IT?

20 THE GOAL OF A TRIAL IS THAT PEOPLE WILL LIKE
21 IT SO MUCH THAT IT WILL BECOME PART OF YOUR REGULAR
22 RELAY SERVICE. THAT'S THE GOAL.

23 >>SPEAKER: I HAVE A QUESTION. WHEN YOU'RE
24 USING CAPTEL IS THERE ANY WAY TO PRINT THE CONVERSATION
25 AFTER YOU'RE FINISHED?

1 >>BARBARA DREYFUS: RIGHT NOW THERE'S NOT.
2 THAT QUESTION HAS BEEN ASKED OFTEN AND SO WE'RE
3 CONSIDERING MAKING A REPORT SO THAT YOU COULD, BUT RIGHT
4 NOW THERE'S NOT.

5 >>SPEAKER: CAN YOU SCROLL BACK?

6 >>BARBARA DREYFUS: YES. YOU CAN RE-READ THE
7 CONVERSATION UNTIL YOU HANG UP; THOUGH, ONCE YOU HANG UP
8 IT'S GONE. AND THE REASON IS WE WANTED TO PROTECT YOUR
9 PRIVACY. WE WANTED TO PROTECT IT FROM THE NEXT PERSON
10 COMING IN PICKING IT UP AND SEEING WHAT YOU SAID.

11 >>CHRIS WAGNER: I HAVE A QUESTION.

12 >>SPEAKER: CHRIS HAS A QUESTION.

13 >>CHRIS WAGNER: [INAUDIBLE]

14 >>BARBARA DREYFUS: ONLY IF YOU TELL THEM.

15 >>CHRIS WAGNER: IF I HAVE TO MAKE A PHONE
16 CALL, I DON'T HAVE TO CALL THEM.

17 >>BARBARA DREYFUS: RIGHT.

18 >>CHRIS WAGNER: THANK YOU.

19 >>SPEAKER: I HAVE A QUESTION REGARDING THE
20 BUSINESS SITUATION. YOU SAID IT WAS A REGULAR ANALOG
21 PHONE. DOES THAT MEAN THAT IT CAN'T BE USED WITH
22 DIGITAL PHONES?

23 >>BARBARA DREYFUS: NO, NOT RIGHT NOW. SO WE
24 WILL GIVE IT TO PEOPLE TO USE AT THEIR WORKPLACE, BUT
25 THEIR WORKPLACE NEEDS TO BE ABLE TO ACCEPT AN ANALOG

1 LINE. SO OFTENTIMES, PBX SYSTEMS ALLOW YOU TO CONNECT
2 LIKE AN ANSWERING MACHINE. THEY HAVE SPECIAL JACKS SO
3 THAT YOU CAN PLUG IN AN ANALOG LINE THAT YOU NEED.

4 >>SPEAKER: MY SECOND QUESTION IS CAN YOU
5 PROGRAM THE PHONE DIAL 9 BEFORE THEY DIAL THE NUMBER?

6 >>BARBARA DREYFUS: IT'S ALREADY PROGRAMMED,
7 YES. I HAD ALREADY PROGRAMMED, BECAUSE THE 9 IS
8 PROGRAMMED FOR THE CAPTIONING CENTER, SO THERE IS IN THE
9 PROGRAMMING IT SAYS, "DO YOU NEED A PREFIX TO DIAL."
10 YOU PUT IN THE 9, AND FROM THEN OUT IT WILL DIAL THE 9
11 FOR YOU.

12 >>SPEAKER: I'VE NOTICED THAT THE CAPTEL PHONE
13 HAS A KEYBOARD. CAN YOU EXPLAIN MORE ABOUT THAT?

14 >>BARBARA DREYFUS: THE REAL INTENT IS FOR
15 PROGRAMMING THE MEMORY. SO LIKE YOU HAVE TEN MEMORY
16 NUMBERS YOU CAN PUT IN, THE KEYBOARD WAS TO HELP YOU DO
17 THAT, THOUGH IT LOOKS VERY SIMILAR TO A TTY.

18 >>SPEAKER: THE CAPTIONER IS RESTATING WHAT
19 THEY HEAR. DO THEY ALSO SEE THE TEXT IN FRONT OF THEM?

20 >>BARBARA DREYFUS: YES, SO THAT THEY CAN
21 CORRECT IT, IF THEY NEED TO.

22 >>JERRY CONNER: I JUST WANTED TO COMMENT THAT
23 I KNOW THAT EACH THING IS DESIGNED FOR A SPECIFIC
24 POPULATION AND I JUST WANTED TO ADDRESS THE DEAF
25 PERSON'S CONCERN THAT THE NEW VIDEO RELAY ESSENTIALLY

1 SERVES THE SAME FUNCTION ONLY FOR PROFOUNDLY DEAF
2 PEOPLE.

3 >>BARBARA DREYFUS: EXACTLY, RIGHT. IN FACT,
4 SOMEONE SAID CAPTEL IS TO HARD-OF-HEARING PEOPLE WHAT
5 VIDEO RELAYING IS TO THE DEAF POPULATION. YOU'RE RIGHT.

6 >>SPEAKER: ABSOLUTELY.

7 >>BARBARA DREYFUS: CORRECT. SO IT GIVES YOU
8 THAT REAL TIME BACK AND FORTH EXPERIENCE. THANK YOU.

9 YES?

10 >>SPEAKER: IS IT A GOAL TO OFFER JUST LIKE
11 SPRINT RELAY OFFERS NOW SPANISH TRANSLATING AND OTHER
12 TRANSLATING NECESSARY?

13 >>BARBARA DREYFUS: I DON'T KNOW.

14 >>SPEAKER: PLANS FOR A CAPTEL CELL PHONE?

15 [LAUGHTER]

16 >>BARBARA DREYFUS: WHAT DO YOU THINK?

17 >>SPEAKER: I THINK IT'S A GOOD IDEA.

18 >>BARBARA DREYFUS: ME, TOO. GREAT IDEA.

19 GREAT IDEA. ALL RIGHT. THANK YOU VERY MUCH FOR YOUR
20 TIME. I LOOK FORWARD TO WORKING WITH YOU ON THE TRIAL.
21 THANK YOU.

22 [APPLAUSE]

23 >>BARBARA DREYFUS: I HAVE SOME FLYERS THAT
24 WE'LL PASS AROUND.

25 >>BETH SALAK: KEN, DO YOU HAVE ANYTHING YOU

1 WANT TO ADD ABOUT THE TRIAL SINCE YOU'VE BEEN PRETTY
2 MUCH IN CHARGE OF IT FOR FLORIDA?

3 >>KEN GOULSTON: GOOD MORNING. I WANTED TO
4 ADD A FEW THINGS ABOUT WHAT HAPPENED, WHAT WILL BE
5 HAPPENING IN JUNE 2003. FROM NOW UNTIL JUNE WE'LL BE
6 CONNECTING THE IDENTITY OF PEOPLE WHO WILL BE QUALIFIED
7 FOR THE CRITERIA, AND WE'RE GOING TO BE SENDING SOME
8 PACKETS AND INFORMATIONAL THINGS FOR THEM TO BE FILLED
9 OUT FOR FEEDBACK.

10 RIGHT NOW, IF YOU HAVE ANY IDEAS OR ANY NAMES,
11 YOU CAN GIVE ME NAMES AND ADDRESSES AND PHONE NUMBERS,
12 AND I PLAN TO OVER THE SPRING WORK ON THAT. THAT'S
13 BASICALLY WHAT I NEEDED TO ASK.

14 >>BETH SALAK: DID YOU WANT TO ADD ANYTHING OR
15 HAVE ANY QUESTIONS ABOUT CAPTEL?

16 >>KEN GOULSTON: I ALSO WANTED TO CLARIFY,
17 BECAUSE SOME PEOPLE HERE IN FLORIDA RECEIVING CAPTEL
18 THROUGH A DIFFERENT KIND OF TRIAL, THROUGH A VIP SPRINT
19 TRIAL. THAT IS USED FOR A GROUP OF 200 PEOPLE, BUT IN
20 2003 IT WILL BE OPEN TO THE GENERAL POPULATION OF
21 FLORIDA.

22 >>BARBARA DREYFUS: NO. I'M SORRY, BUT THAT'S
23 A REALLY IMPORTANT CLARIFICATION. THE VIP TRIAL WAS
24 LIMITED TO A CERTAIN NUMBER OF PEOPLE. THE 200
25 PARTICIPANTS WILL BE IN 2003. THE TRIAL THAT STARTS IN

1 JUNE 2003 WILL BE 200 PARTICIPANTS, BUT THERE ARE
2 CERTAIN PEOPLE THAT WERE GIVEN PHONES EARLY THAT HAVE
3 THEM NOW, AND THAT'S PART OF THE VIP TRIAL FOR SPRINT.
4 IT'S NOT GOING TO BE OPEN TO ALL OF FLORIDA IN 2003.

5 >>BETH SALAK: WAS THE VIP TRIAL --

6 >>BARBARA DREYFUS: THE FLORIDA TRIAL THAT
7 STARTS IN 2003 IS A NINE-MONTH TRIAL.

8 >>SPEAKER: SO OVER THE NINE MONTHS IT'LL BE
9 IMPORTANT TO GET FEEDBACK AND IMPROVE OUR SERVICE.
10 AFTER THE NINE MONTHS IT WILL BE CLOSED, THE PROGRAM
11 WILL BE CLOSED, SO WE'LL SEE WHAT HAPPENS AS FAR AS THE
12 FEDERAL INVOLVEMENT FOR THE DECISION.

13 >>SPEAKER: MY QUESTION IS DO THEY HAVE THE
14 OPTION TO BUY IT?

15 >>SPEAKER: THE TRIAL STARTS JUNE 1st, 2003,
16 FOR NINE MONTHS. AND THEN, WHEN IT'S OVER WE'RE HOPING
17 BY THAT TIME THE FCC WILL HAVE MADE A DECISION ON WHAT
18 TO DO WITH CAPTEL. IF NOT, I'M NOT SURE WHAT'S GOING TO
19 HAPPEN WITH THE ACTUAL PROGRAM ITSELF. IF IT IS UP AND
20 RUNNING, YOU WILL HAVE THE OPTION TO PURCHASE THE
21 TELEPHONE OR RETURN IT.

22 >>SPEAKER: ONE MORE QUESTION. IS THE CAPTEL
23 CAPTIONING AVAILABLE 24 HOURS, SEVEN DAYS A WEEK?

24 >>BARBARA DREYFUS: NOT YET.

25 >>SPEAKER: IT HAS LIMITED HOURS. IT'S NOT

1 OPEN 24 HOURS, BUT EVENTUALLY IT WILL BE.

2 >>BARBARA DREYFUS: FOR THE TRIAL, IT WILL
3 START LIKE REGULAR BUSINESS HOURS, THEN IT'S EXPANDED TO
4 WEEKENDS AND EVENINGS, BUT THE GOAL WILL BE 24/7.

5 >>SPEAKER: I WOULD ALSO LIKE TO ADD THAT THE
6 TRIAL IS NOT -- DOES NOT COMPLY WITH THE FEDERAL
7 REGULATIONS LIKE THE EMERGENCY CALLS AND THE CUSTOMER
8 PROFILING PHASE, SO IT'S NOT GOING TO BE LIKE A BASIC
9 RELAY SERVICE.

10 >>SPEAKER: WE'RE HERE ALL AFTERNOON, SO IF
11 YOU HAVE QUESTIONS, TALK TO US, THAT'S FINE.

12 >>JERRY CONNER: THIS DOESN'T APPLY TO CAPTEL
13 NECESSARILY, BUT WHAT I LIKED WAS THE FACT THAT WHEN THE
14 HEARING PERSON IS TALKING THE VOICE RECOGNITION MOVES
15 QUICKLY, BECAUSE ONE OF THE MOST FRUSTRATING THINGS IN
16 THE REGULAR RELAY SYSTEM IS THAT LONG DELAY, AND THAT
17 SEEMS TO CAUSE MORE DISCONNECTS THAN ANYTHING ELSE.

18 IS SPRINT OR WHOEVER WORKING ON DEVELOPING
19 THAT TECHNOLOGY TO GO WITH THE REGULAR 711 RELAY SYSTEM,
20 SO THAT IF I'M TYPING YOU CAN ONLY TALK AS FAST AS I CAN
21 TYPE, BUT AT LEAST WHEN THE CA COMES BACK TO ME, BECAUSE
22 THE HEARING PERSON WILL USUALLY BE RATTLING OFF AT 200
23 WORDS A MINUTE, AND THAT'S WHERE WE LOSE MOST OF THE
24 INFORMATION, IS THAT SOMETHING THAT'S IN THE PLANNING OR
25 WORKING STAGES?

1 >>ANDY LANGE: THAT'S THE GOAL. EVENTUALLY,
2 THAT WILL HAPPEN. RIGHT NOW VOICE RECOGNITION PROGRAM
3 IS FROM A PRETTY HIGH LEVEL COMPUTER TO PROCESS THE
4 INFORMATION QUICKLY.

5 SECONDLY, THE COMPUTERS HAVE TO BE TRAINED, SO
6 THOSE ARE THE TWO AREAS THAT ARE BLOCKING THIS
7 DEVELOPMENT, BUT THERE ARE DEVELOPMENTS GOING ON.
8 ULTRATEC IS DEVELOPING A PROGRAM FOR FAST TRACK, AND
9 THEY'RE TESTING THAT. HOPEFULLY, SOME DAY THEY'LL BE
10 ABLE TO WATCH THAT.

11 >>BARBARA DREYFUS: ONE OF THE FUNNY THINGS TO
12 THINK ABOUT IS THAT TYPING AND BEING A CAPTIONIST AREN'T
13 THE SAME. SOMEONE WHO CAN TYPE, IT'S A DIFFERENT SKILL.
14 AND ONE OF THE THINGS THAT WE'VE LEARNED IS THAT TO BE A
15 CAPTIONIST YOU REALLY HAVE TO BE ABLE TO SPEAK PRETTY
16 QUICKLY, SO THERE ARE SOME PEOPLE WHO CAN'T, WHO JUST
17 CAN'T. YOU TAKE THEM AND SAY, "COME ON, TALK FASTER,"
18 AND THEY JUST CAN'T. YOU JUST CAN'T TAKE A POOL OF
19 TYPISTS AND SAY, OKAY, NOW BECOME CAPTIONISTS. THERE'S
20 A LOT OF DEVELOPING THE TECHNOLOGY AND THE WORKFORCE TO
21 DO IT, BUT IT IS A GOAL. WE HAVE ABOUT 2,600 CA'S IN
22 THE SPRINT NETWORK. IT TAKES A LOT OF WORK, BUT
23 HOPEFULLY THAT WILL HAPPEN SOON.

24 >>SPEAKER: THANK YOU.

25 >>SPEAKER: WILL THIS CAPTEL TECHNOLOGY BE

1 AVAILABLE TO ALL RELAY PROVIDERS?

2 >>BARBARA DREYFUS: YES. UNDERSTAND THAT
3 RIGHT NOW WE'RE PARTNERING WITH SPRINT IN BRINGING THIS
4 TO FLORIDA. THE CAPTIONING IS BEING DONE IN MADISON,
5 WISCONSIN IN THE CAPTIONING CENTER RUN BY ULTRATEC, BUT
6 CAPTEL'S SERVICE WILL BE OPEN TO ALL PROVIDERS.

7 >>BETH SALAK: IT WAS MY UNDERSTANDING THAT
8 YOU'RE HAVING TRIALS IN OTHER STATES WITH OTHER
9 PROVIDERS.

10 >>BARBARA DREYFUS: YES, WE ARE.

11 >>BETH SALAK: AND RIGHT NOW ALL THE PEOPLE
12 THAT DO THE SPEAKING IN THE COMPUTERS AND ARE BEING
13 TRAINED, THEY'RE ALL ULTRATEC PEOPLE?

14 >>BARBARA DREYFUS: YES. THE CAPTION CENTER
15 IN MADISON, WISCONSIN, WHICH IS THE ULTRATEC CAPTIONING
16 CENTER.

17 >>BETH SALAK: ALL RIGHT. THANKS. ANYMORE
18 QUESTIONS FROM THE AUDIENCE OR ANYONE ELSE ON THIS
19 TOPIC?

20 >>SPEAKER: IN MY MIND I'M THINKING WHY DIDN'T
21 YOU HAVE JUST A SEPARATE BOX AND CONNECT IT INTO A
22 NORMAL PHONE, YOU KNOW, SOMETHING THAT CROSSED MY MIND.

23 >>BARBARA DREYFUS: WE THOUGHT ABOUT THAT. WE
24 THOUGHT ABOUT THAT. THE PHONE IS REALLY POWERFUL TO BE
25 ABLE TO RECEIVE THE TEXT AND VOICE AT THE SAME TIME.

1 THERE'S A LOT OF COMPUTER TECHNOLOGY IN IT. AND WE
2 WANTED IT TO BE AN AMPLIFIED PHONE WITH A LOT OF OTHER
3 VARIABLES THAT WE COULDN'T GET IN A SEPARATE UNIT.

4 >>JOAN ANDREWS: YOU MAY HAVE ALREADY
5 MENTIONED IT. WHAT WOULD BE THE PRICE OF THE CAPTEL
6 PHONE FOR PEOPLE WHO WANT TO PURCHASE ONE?

7 >>BARBARA DREYFUS: RIGHT NOW THE PRICE IS
8 ESTIMATED AT \$500. THAT'S NOT IN BULK. THAT'S BUY ONE
9 PHONE. MOST OF THE TIME PHONES ARE EXPECTED TO BE GIVEN
10 OUT IN DISTRIBUTION PROGRAMS, AND THEN THEY WILL BUY IN
11 LARGER QUANTITY. PEOPLE WHO PARTICIPATE IN THE TRIAL,
12 IF IT'S OPEN TO THEM TO BUY THE PHONE, THEY WILL BE ABLE
13 TO GET IT FOR MOST LIKELY 50% OFF.

14 >>BETH SALAK: ALL RIGHT. IF THERE'S NOTHING
15 -- THANK YOU. APPRECIATE IT, BARBARA. APPRECIATE YOU
16 COMING AND DOING THE PRESENTATION. THAT WAS GREAT.
17 WE'RE GOING TO TAKE A 10-MINUTE BREAK TO GIVE KORETTA
18 AND THE INTERPRETERS A CHANCE TO RELAX FOR A MOMENT.
19 WE'LL BE BACK AT FIVE AFTER AND DO SOME HOUSEKEEPING AND
20 GET INTO THE ISSUES. THANKS.

21 [RECESS]

22 >>BETH SALAK: ARE WE READY TO GET STARTED?
23 I'VE BEEN ASKED TO REMIND EVERYONE TO PLEASE TURN ON
24 THEIR MICROPHONE WHEN THEY TALK. GRAB THE HAND-HELD
25 MIKE, IF YOU CAN, FOR THE COURT REPORTER SO SHE CAN HEAR

1 US.

2 WE'RE GOING TO GO INTO ISSUES THAT THE BOARD
3 WANTS TO DISCUSS IN JUST A MOMENT, BUT I WANTED TO
4 MENTION A COUPLE THINGS THAT HAVE BEEN HAPPENING AT THE
5 COMMISSION AND SOME WORK WE'VE BEEN DOING SINCE THE LAST
6 BOARD MEETING.

7 WE HAD A DISCUSSION AT THE LAST BOARD MEETING
8 ABOUT WHETHER OR NOT YOU WANTED TO HAVE SPRINT TO
9 CONTINUE TO BE YOUR CARRIER OF CHOICE, THE RELAY
10 PROVIDER, AND WHETHER OR NOT -- AS YOU KNOW, THE
11 CONTRACT WAS SET UP FOR THREE YEARS AND TWO ONE-YEAR
12 OPTIONS FOR TWO ADDITIONAL YEARS.

13 WE WERE FIGURING OUT WHETHER WE WOULD TAKE THE
14 ONE-YEAR OPTION, WHICH HAS COME AND GONE, AND IN THAT
15 SPRINT OFFERED ADDITIONAL SERVICES FOR FLORIDA FOR FREE
16 -- YAY -- INCLUDING THE CAPTEL TRIAL. THAT WAS ONE OF
17 THE ITEMS THAT THEY SAID THEY WOULD PROVIDE TO FLORIDA,
18 IF WE EXTENDED THEIR CONTRACT FOR A FIXED TWO-YEAR
19 PERIOD. SO WE DID DO THAT AND SO WE NOW HAVE -- IF
20 EVERYTHING GOES WELL, IT WILL STILL BE OUR PROVIDER
21 THROUGH 2005.

22 IN ADDITION TO THAT, WE DID NAME CHRIS IS
23 OFFICIALLY A BOARD MEMBER NOW AS IS HARRY ANDERSON AND
24 STEVE HARDY, WHO COULDN'T MAKE IT HERE TODAY, BUT YOU
25 ALL ARE OFFICIALLY VOTED ON NOW BY THE COMMISSION.

1 WE DID HAVE TWO RESIGNATIONS, JIM SMITH AND
2 SUSAN LANGSTON. NANCY IS HERE AND WILL BE TAKING
3 SUSAN'S SPOT. THAT WILL HAVE TO GO BEFORE THE
4 COMMISSION, BUT THAT HAS HAPPENED ALSO.

5 IN ADDITION, FTREI'S BUDGET GOT APPROVED FOR
6 THE YEAR, AN ADDITIONAL ACTION BY THE COMMISSION.

7 AND I WANTED TO MENTION A FILING THAT WE WERE
8 REQUIRED TO MAKE WITH THE FEDERAL COMMUNICATIONS
9 COMMISSION. EVERY FIVE YEARS THEY REQUIRE
10 RECERTIFICATION FOR THE STATE. THEY WANT TO MAKE SURE
11 THAT YOU'RE MEETING THE REQUIREMENTS AND ALL THE
12 MANDATES. I CAN HAPPILY SAY THAT I BELIEVE FLORIDA IS,
13 AND I THINK WE'RE BEYOND WHAT THEY REQUIRE.

14 IT'S A THICK FILING THAT WE MADE, AND I MUST
15 SAY THAT SPRINT WAS VERY HELPFUL AND INSTRUMENTAL IN
16 PROVIDING US A LOT OF TECHNICAL DETAIL. AND I THINK KEN
17 PUT MOST OF THAT TOGETHER, SO THANK YOU, KEN. WE DO
18 HAVE ONE COPY HERE. FTREI WAS VERY INSTRUMENTAL ALSO,
19 BECAUSE PART OF WHAT THEY DO IS OUTREACH.

20 FTREI PUT TOGETHER SEVERAL PACKETS OF THE
21 VIDEOS AND THE BROCHURES AND THE OUTREACH THAT WE DID,
22 AND THAT'S ALSO INCLUDED IN OUR PACKAGE THAT WENT TO THE
23 FCC, SO WE BROUGHT ONE COPY OF IT. THAT'S OUR WORKING
24 COPY FROM THE OFFICE THAT WE'LL HAVE OVER HERE.

25 SO IF YOU WANT TO SEE IT, IF THERE ARE ANY

1 SECTIONS OF IT THAT YOU MIGHT WANT TO GET A COPY OF, I
2 CAN GIVE YOU THE WRITTEN PARTS OF IT, BUT I JUST WANTED
3 TO LET YOU KNOW THAT MY UNDERSTANDING OF THE PROCESS IS
4 THAT IF THERE ARE QUESTIONS, THERE ARE FOUR CONTACT
5 PEOPLE ON THERE; MYSELF, I PUT OUR ATTORNEY DOWN. I
6 MENTIONED SINCE FTRI'S PART OF THE STATE LEGISLATION
7 PART OF THE PROGRAM THAT IT WOULD BE JAMES FORSTALL AND
8 THEN, OF COURSE, SPRINT IS AN INTEGRAL PART OF THE
9 SYSTEM, SO I PUT KEN DOWN AS A CONTACT ALSO, SO WANTED
10 TO LET YOU KNOW WE HAVE DONE THAT.

11 THEY WILL CONTACT US IF THERE ARE ANY
12 PROBLEMS, ANYTHING ELSE THEY'D LIKE TO SEE, ANY
13 ADDITIONAL INFORMATION THAT THEY WOULD LIKE. THEY WILL
14 PUT OUT A NOTICE. THERE WILL BE A COMMENT PERIOD. AND
15 IT'S MY UNDERSTANDING IT'LL BE ABOUT NEXT YEAR AT THIS
16 TIME BEFORE WE'LL HEAR WHETHER WE GOT RECERTIFICATION.
17 I'M VERY OPTIMISTIC, I DON'T THINK THERE'LL BE A
18 PROBLEM, BUT I JUST WANTED TO BE SURE YOU'RE AWARE OF
19 IT. ANYBODY LIKE TO ADD ANYTHING ABOUT THAT? KEN?
20 JAMES?

21 I THINK THAT'S MOST OF THE ACTIVITY THAT'S
22 HAPPENED AT THE COMMISSION SINCE THE LAST TIME WE MET,
23 SO I WOULD LIKE TO DISCUSS ANY ISSUES THAT YOU'D LIKE TO
24 BRING BEFORE US TO DISCUSS TODAY. SINCE SPRINT'S HERE
25 THEY CAN COMMENT. I'D JUST LIKE TO OPEN IT UP TO BOARD

1 MEMBERS FOR ANY COMPLAINTS YOU'VE BEEN HEARING OR ANY
2 GOOD THINGS YOU'VE BEEN HEARING, EITHER WAY.

3 >>JOAN ANDREWS: I'M SORRY. I HAVE COME BY
4 INVITATION HERE AND COME TO COMPLAIN RATHER THAN
5 CONGRATULATE, BUT THERE ARE SOME ISSUES THAT HAVE COME
6 UP OVER AND OVER THAT I WOULD LIKE TO COVER. IF ANY OF
7 YOU CAME IN LATE YOU KNOW THAT I AM SITTING IN FOR
8 SHIRLEY JONES, WHO IS USUALLY HERE AT THE TASA MEETINGS.

9 I HAVE WITH ME TWO LETTERS THAT I WANT TO
10 READ. AND I WILL TRY NOT TO TAKE UP A LOT OF TIME, BUT
11 I FEEL IT'S IMPORTANT THAT YOU ALL HEAR THESE. ONE IS A
12 LETTER FROM A HARD-OF-HEARING PERSON WHO LIVES IN
13 GAINESVILLE. SHE HAS WRITTEN AND CALLED SEVERAL TIMES
14 TO TRY TO GET SOME HELP WITH PROBLEMS THAT SHE FEELS ARE
15 EVIDENT AND HAVE BEEN EVIDENT FOR QUITE A TIME WITH THE
16 RELAY SERVICE ITSELF.

17 AND SHE STARTS OUT BY SAYING, "DEAR MEMBERS OF
18 THE TASA COMMITTEE, I HAVE ASKED JOAN ANDREWS TO SPEAK
19 ON MY BEHALF DUE TO ILLNESS PREVENTING ME FROM BEING A
20 PART OF TODAY'S PUBLIC SERVICE COMMISSION. AND I WAS
21 ASKED TO SHARE RECOMMENDATIONS RELATING TO THE USAGE OF
22 THE SPRINT RELAY SERVICE.

23 AS A SUGGESTION OF SHIRLEY JONES, I HAVE
24 RECENTLY SENT LETTERS TO THE FORMER SPRINT ACCOUNT
25 MANAGER, THE CURRENT SPRINT MANAGER, AND JAMES FORSTALL

1 OF FTRI WITH MY RECOMMENDATION FOR IMPROVEMENT OF THE
2 FLORIDA RELAY OPERATIONS.

3 AS A HEARING-IMPAIRED PERSON I WELCOME ALL THE
4 NEW INNOVATIVE TECHNOLOGY THAT IS AVAILABLE TO OUR
5 CITIZENS. THE ABILITY OF EACH INDIVIDUAL TO REACH OUT
6 AND BE HEARD AND TO COMMUNICATE IS THE MOST IMPORTANT
7 ASPECT OF FREEDOM AND INDEPENDENCE THAT ALLOWS ONE TO
8 ASSIMILATE INTO THE NORMAL SOCIETY.

9 I'M VERY APPRECIATIVE TO BE ABLE TO WITNESS
10 THE DEVELOPMENT OF COMMUNICATIVE TECHNOLOGY SO PEOPLE OF
11 ALL DISABILITIES ARE ABLE TO MAKE OR RECEIVE A PHONE
12 CALL. THERE IS NO NEED FOR PEOPLE NOW TO BE ISOLATED
13 FROM COMMON DAILY ACTIVITIES THAT OTHER PEOPLE, HEARING
14 PEOPLE, TAKE FOR GRANTED.

15 THE FLORIDA TELECOMMUNICATIONS RELAY SYSTEM
16 HAS OFFERED ITS RESIDENTS THE OPPORTUNITY TO BE A PART
17 OF THE COMMUNICATION PROCESS. AND THE PUBLIC SERVICE
18 COMMISSION ALLOWS TASA TO FULFILL THE NEED OF
19 REQUIREMENTS.

20 HOWEVER, THERE IS STILL MUCH TO BE CONCERNED
21 ABOUT TO IMPROVE ACCESS TO COMMUNICATION AND TO ASSURE
22 THAT ALL ARE TREATED FAIRLY BY WAY OF THE FLORIDA RELAY
23 SERVICE.

24 THE MOST DIFFICULT OBSTACLE ONE FACES WHEN
25 MAKING A PHONE CALL THROUGH THE RELAY SYSTEM IS THE

1 OTHER PARTY UNDERSTANDING WHO, WHAT, AND WHY TO THE
2 NATURE OF THE CALL.

3 A PHONE CALL BEGINNING WITH, QUOTE, THIS IS
4 THE FLORIDA RELAY SYSTEM CALLING, PROMPTS THOSE WHO DO
5 NOT UNDERSTAND TO HANG UP THINKING IT IS A WASTE OF
6 THEIR VALUABLE TIME.

7 OF COURSE, BUSINESSES AND THE LIKE WOULD LIKE
8 TO BE MORE RECEPTIVE AND ACCOMMODATING IF THEY
9 UNDERSTOOD, BUT IN ALL REALITY MOST DO NOT. MANY
10 BUSINESSES AND PRIVATE INDIVIDUALS ARE ALREADY INUNDATED
11 BY SOLICITORS; THEREFORE, "THIS IS THE FLORIDA RELAY
12 SYSTEM CALLING" SOUNDS LIKE ANOTHER BUSINESS TRYING TO
13 SELL A PRODUCT.

14 IT IS HARD FOR THE OPERATOR TO HAVE PEOPLE
15 STAY ON THE LINE AND VERY FRUSTRATING FOR THE CALLER TO
16 HAVE PEOPLE HANG UP BEFORE GIVEN A CHANCE TO EXPLAIN.

17 TO TRAIN OPERATORS TO HANDLE RELAY CALLS WITH
18 A MORE PERSONABLE APPROACH WOULD MAKE THEIR JOB MORE
19 EFFECTIVE, PLEASANT, AND CAUSE LESS RESENTMENT AT BOTH
20 ENDS OF THE PHONE LINE.

21 OPERATORS SHOULD ALSO BE TRAINED IN HUMAN
22 RELATIONS AS MANY DO PERCEIVE A RELAY CALL AS JUST A
23 JOB; THUS, THEIR OWN PERSONALITY COMES THROUGH SOUNDING
24 RUDE AND INSENSITIVE TOO MANY TIMES.

25 OPERATORS ARE NOT JUST A PART OF THE

1 COMMUNICATIVE DEVICE, BUT MUST REALIZE THEY ARE AN
2 EXTENSION OF THE VOICE OF THE DEAF OR THE HARD OF
3 HEARING.

4 THE CUSTOMER DATABASE ARE TO HELP THE
5 OPERATORS KNOW THE USER'S PREFERENCES WITH REGARD TO
6 NAME, ADDRESS, PHONE COMPANY, AND SO FORTH. NOWHERE
7 DOES IT ASK IF THE USER WISHES IT TO BE STATED HE IS
8 DEAF OR HARD OF HEARING IN THE PHONE INTRODUCTION.

9 IT NEEDS TO HAVE A FORM FOR A PREFERENCE OF
10 HOW HE OR SHE IS TO BE INTRODUCED OR TO SET UP A
11 CONVERSATION, NOT JUST TO ACKNOWLEDGE INCOMING CALLS AS
12 THE ANSWER TYPE FORM ALLOWS ONE TO FILL OUT.

13 SOME EXAMPLES ARE AS FOLLOWS. RELAY SPEAKING.
14 "HELLO. I AM INTERESTED IN FINDING OUT ABOUT A PRODUCT
15 YOU HAVE FOR SALE" OR "HELLO. WOULD YOU PLEASE SET UP
16 AN APPOINTMENT FOR ME WITH DOCTOR JOHN DOE?" OR "HELLO.
17 THIS IS LYNN RUSSO AT 1621 NORTH 103rd TERRACE. I'D
18 LIKE TO ORDER A PIZZA TO BE DELIVERED TO THIS ADDRESS."

19 ONCE THE ATTENTION OF THE BUSINESS HAS BEEN
20 MET THEN THE CONVERSATION CAN ADD THAT THE PHONE CALL
21 WILL BE HANDLED THROUGH THE FLORIDA RELAY SERVICE AT NO
22 CHARGE, BECAUSE THE CUSTOMER IS DEAF OR HARD OF HEARING.

23 THE BUSINESS BEING CALLED WILL KNOW THAT THERE
24 IS A CUSTOMER ON THE LINE AND THE OPERATOR CAN THEN
25 EXPLAIN HOW TO GO ON FROM THERE.

1 CAUSED BY LACK OF EDUCATION, IGNORANCE, AND SELFISHNESS
2 AND CAUSES MUCH DISCRIMINATION.

3 DISABILITIES ARE HARD TO LIVE WITH, YET THE
4 MODERN TECHNOLOGY WE HAVE MADE MANY ADVANCES TOWARDS
5 HELPING THOSE WITH DISABILITIES TO LIVE INDEPENDENTLY AS
6 POSSIBLE.

7 PUBLIC AWARENESS, EDUCATION, AND ACCESSIBILITY
8 WILL DO MUCH TO HELP THESE PEOPLE ASSIMILATE INTO THE
9 MAINSTREAM OF SOCIETY WITHOUT THE STIGMA ATTACHED A LONG
10 TIME AGO.

11 THE FLORIDA RELAY SERVICE OFFERS SO MUCH IN
12 THE WAY OF TECHNOLOGY. LET'S JUST HELP MAKE THIS NEW
13 INNOVATIVE TECHNOLOGY TAKING INTO CONSIDERATION THE
14 HUMAN SIDE OF SOCIETY.

15 ON A MORE PERSONAL LEVEL, BEING A
16 HEARING-IMPAIRED PERSON A THOUGHT TO KEEP IN MIND,
17 LANGUAGE IS A SYSTEM OF SYMBOLS, VERBAL, SIGNED, AND
18 SOMETIMES WRITTEN, WITHIN THE COMMUNITY ALLOWS US TO
19 COMMUNICATE WITH ONE ANOTHER.

20 THE LIMITS OF OUR LANGUAGE ARE THE LIMITS OF
21 OUR WORLD. TO EDUCATE SOCIETY AND THOSE WHO WORK IN THE
22 COMMUNICATION FIELD IS TO OPEN GAPS OF COMMUNICATION
23 AMONG US ALL.

24 I AM HONORED TO BE A PART OF A COMMITTEE THAT
25 WORKS TOGETHER TO MAKE A DIFFERENCE WITHIN THE LIVES OF

1 SOME NEGATIVE RESPONSES RESULTING FROM FLORIDA
2 RELAY CALLS MOST LIKELY COME FROM THESE EXAMPLES.
3 "HELLO. THIS IS THE FLORIDA RELAY CALLING TO INQUIRE
4 ABOUT...", AND THEN THERE'S A HANG UP. "HELLO. THIS IS
5 THE FLORIDA RELAY CALLING TO MAKE AN APPOINTMENT
6 THROUGH...", THEN THERE IS A HANG UP. A MORE PERSONAL
7 CALL FROM RELAY, "HELLO. A DEAF PERSON IS CALLING TO
8 ORDER A PIZZA THROUGH -- IF GIVEN A CHANCE TO SAY -- THE
9 FLORIDA RELAY SYSTEM."

10 THESE ARE TYPICAL RESPONSES FROM THE GENERAL
11 PUBLIC WHO HAVE HAD NO CONTACT WITH HEARING-IMPAIRED
12 PEOPLE, ESPECIALLY OVER THE PHONE. THE PERSON USING
13 RELAY NEEDS TO BE SEEN AND HEARD AS A PERSON IN HIS OR
14 HER RIGHT, NOT JUST AS A DEAF PERSON WHO NEEDS AN
15 OPERATOR SPOKESPERSON.

16 HOW MANY TODAY IN THIS ROOM INTRODUCED
17 THEMSELVES AS, "HELLO. I AM HEARING IMPAIRED. MY NAME
18 IS JOHN"? I HOPE NO ONE. YOU ARE A HUMAN BEING FIRST,
19 THEN YOU MAY IDENTIFY WHATEVER THE NATURE OF YOUR
20 DISABILITY IS, IF YOU CHOOSE TO DO SO, ESPECIALLY, SINCE
21 HEARING LOSS IS INVISIBLE, WHO WOULD KNOW?

22 PEOPLE WITH DISABILITIES OFTEN FACE
23 DISCRIMINATION BEFORE GIVEN A CHANCE. THIS IS BECAUSE A
24 MAJORITY OF THE PUBLIC PERCEIVES A PRECONCEIVED MENTAL
25 PICTURE IN THEIR MIND OF A DISABLED PERSON. THIS IS

1 PEOPLE WHO, LIKE MYSELF, ENCOUNTER PROBLEMS WITH SOME OF
2 THE THINGS IN LIFE OTHERS TAKE FOR GRANTED.

3 I SINCERELY HOPE SOME OF THESE SUGGESTIONS
4 WILL BE TAKEN INTO CONSIDERATION. I HONESTLY BELIEVE IF
5 WE HANDLE THIS ONGOING AND REAL PROBLEM OF COMMUNICATION
6 THROUGH RELAY SYSTEM WE WILL HAVE A MORE COMMON SENSE,
7 SIMPLE, AND DIRECT APPROACH WHICH WILL PROVE BENEFICIAL
8 TO ALL. THANK YOU. LYNN RUSSO."

9 IN ADDITION TO THAT, A VERY SHORT LETTER THIS
10 TIME TITLED, "USING THE PHONE."

11 "I'M A LONG-TIME MEMBER OF SHHH, AND I HAVE A
12 PROFOUND HEARING LOSS. I CAN ONLY COMMUNICATE ON PHONE
13 CALLS USING MY TTY AND USING THE TELECOMMUNICATIONS
14 RELAY SYSTEM. IT IS A FRUSTRATING EXPERIENCE NOT DUE TO
15 MY INABILITY, BUT DUE TO THE LACK OF CONSIDERATION AND
16 SIMPLE IGNORANCE ON THE PART OF THOSE I MUST COMMUNICATE
17 WITH.

18 MOST PEOPLE I CALL, INCLUDING HARD-OF-HEARING
19 PEOPLE THEMSELVES, HEALTH CARE PROVIDERS, AND BUSINESSES
20 ARE GENERALLY UNAWARE OR UNKNOWLEDGEABLE ABOUT THE RELAY
21 AND FIND IT TO BE A, QUOTE, INCONVENIENCE. THEY ARE
22 UNCOMFORTABLE WHEN I TELL THEM I CAN ONLY COMMUNICATE
23 THROUGH THE RELAY. THEY HESITATE AND ASK, "WHAT'S
24 THAT?"

25 ONCE I HAD TO CALL A PHYSICIAN ABOUT AN

1 EMERGENCY, AND MY WIFE POLITELY TOLD HIM I WOULD CALL
2 THROUGH THE RELAY.

3 HE ANGRILY REPLIED, "THERE IS NO RELAY HERE."
4 I HAVE FRIENDS AND RELATIVES WHO REFUSE TO COMMUNICATE
5 WITH ME. THEIR EXCUSE, "I DISLIKE TALKING THROUGH THE
6 RELAYS." ON NUMEROUS OCCASIONS PEOPLE HAVE HUNG UP
7 WHILE A COMMUNICATIONS ASSISTANT WAS EXPLAINING HOW TO
8 USE IT.

9 I DO NOT KNOW HOW BIG THIS PROBLEM IS, BUT I
10 DOUBT IF I AM IN LONELINESS, FRUSTRATION. I HAVE
11 CONDUCTED SUPPORT GROUPS, AND INVARIABLY MANY OF THE
12 PEOPLE WHO ARE HARD OF HEARING ARE UNFAMILIAR WITH THE
13 RELAY."

14 I'M SORRY TO COME HERE AND COMPLAIN, AS I
15 SAID, BUT THESE LETTERS HAVE BEEN WRITTEN FROM THE
16 BOTTOM OF THESE PEOPLE'S HEARTS. IT IS A VERY, VERY
17 SERIOUS PROBLEM THAT SEEMS TO ME COULD BE EASILY
18 CORRECTED.

19 I FEEL THAT WHAT LYNN WROTE, PARTICULARLY IN
20 HER LETTER, IS THE BEGINNING STATEMENT THAT THE RELAY
21 OPERATORS MAKE. IT SHOULD BE CHANGED TO BE MORE
22 USER-FRIENDLY. AND I DON'T KNOW IF IT IS EMBEDDED IN
23 CONCRETE THAT THE PROTOTYPE SYSTEM INTRODUCTION HAS TO
24 BE WHAT IT IS, BUT I CERTAINLY DO NOT THINK IT WOULD BE.

25 IF A FLORIDA RELAY SERVICE IS MENTIONED, FIRST

1 OF ALL -- LYNN RUSSO IS CALLING FOR SUCH AND SUCH, JOAN
2 ANDREWS IS CALLING FOR SUCH AND SUCH, SHIRLEY JONES IS
3 CALLING FOR SUCH AND SUCH -- THAT'S GOING TO ATTRACT THE
4 ATTENTION OF THE PERSON ON THE OTHER END OF THE LINE,
5 THAT PERSON KNOWS IT IS SOMEONE THAT -- THAT'S A VOICE,
6 NOT SOMEONE SELLING SOMETHING, BUT THE VOICE OF A
7 FRIEND, A VOICE THAT NEEDS TO BE HEARD.

8 LYNN SAYS THAT THE SPRINT RELAY CUSTOMER
9 PROFILE FORM DOES NOT PROVIDE THE OPPORTUNITY FOR THE
10 USERS TO STATE PREFERENCES FOR THEIR OPENING STATEMENT.
11 I HAVE NOT SEEN A FORM, BUT THIS IS WHAT LYNN IS TELLING
12 US.

13 IT IS OF PARAMOUNT IMPORTANCE THAT THE CALLER
14 CAPTURES THE INTEREST OF THE PERSON AT THE OTHER END OF
15 THE LINE WITHIN THE FIRST FEW MOMENTS.

16 AFTER THOSE FIRST FEW MOMENTS, THEY ARE THE
17 ONES THAT DICTATE WHAT'S GOING TO HAPPEN AFTERWARDS.
18 AND IF THE PERSON ON THE OTHER END OF THE LINES THINKS
19 IT'S JUST ANOTHER SOLICITATION CALL, LIKE MOST OF YOU
20 AND CERTAINLY LIKE ME, I HANG UP AND THEY NORMALLY HANG
21 UP, TOO.

22 SO I'M HERE TODAY TO ASK THAT YOU GIVE THE
23 AUTHORITY TO UPGRADE THE PROFILE FORM, SEIZE THE
24 OPPORTUNITY TO MAKE THIS MUCH-NEEDED IMPROVEMENT IN THE
25 CUSTOMER PROFILE FORM, AND TRAIN THE OPERATORS TO USE IT

1 PROPERLY.

2 I ASK YOU IF YOU WILL PLEASE TAKE INTO
3 CONSIDERATION DOING THIS, BECAUSE IT'S NOT GOING TO
4 BENEFIT JUST JOAN ANDREWS AND LYNN RUSSO, IT'S GOING TO
5 BENEFIT EVERYONE WHO IS USING THE RELAY SERVICE.

6 I ASK ALSO THAT THOSE OF YOU WHO ARE WORKING
7 DEEPLY INTO THE RELAY SERVICE FROM BEHIND THE SCENES,
8 THE PEOPLE THAT WE DEPEND UPON, TO TRAIN THE OPERATORS
9 TO USE IT PROPERLY.

10 I HAVE USED THE RELAY SERVICE FOR YEARS, AND I
11 CANNOT TELL YOU THE THRILL THAT I FELT WHEN YEARS AGO
12 THE RELAY BECAME FROM A POSSIBILITY TO BECOMING AN
13 ACTUAL EVENT IN MY LIFE.

14 AND IT HAS -- IT HAS SIMPLY CHANGED MY LIFE
15 IMMENSELY, AND IT'S THE SAME FOR EVERYONE WHO NEEDS THE
16 RELAY SERVICE, AND THAT'S WHY I FEEL IT'S IMPORTANT TO
17 SPEAK OUT ABOUT THESE SERVICES THAT COULD BE IMPROVED.

18 EDUCATION ABOUT THE RELAY SERVICE BEING GIVEN
19 TO THE HEARING BUSINESSPEOPLE, A STEP THAT WE HAVE
20 ADVOCATED FOR YEARS AND IT IS NOW UNDER WAY.

21 NATURALLY, WE WISH THAT THERE WERE MORE FUNDS
22 DELEGATED TO EDUCATING THE HEARING PUBLIC AND THE
23 BUSINESSPEOPLE, FIRST OF ALL, AND I AM HOPING THAT THAT
24 CAN BE CHANGED WHEN THE BUDGET IS RENEWED AND PERHAPS A
25 SIGNIFICANT INCREASE IN THE FUNDS TO SPONSOR MORE

1 COMMUNICATION BETWEEN BUSINESSPEOPLE AND FTRI.

2 ANOTHER THING WE ARE CONCERNED ABOUT IS
3 QUALITY ASSURANCE. MY HUSBAND IS A RETIRED PHYSICIAN
4 AND THERE WAS ALWAYS, ALWAYS EMPHASIS ON GIVING THE BEST
5 QUALITY OF CARE POSSIBLE TO THE PATIENT WHO NEEDS IT SO
6 BADLY.

7 I AM SAYING NOW THAT WE ASK THAT SPRINT USE
8 ITS POWERS UNDER THE DUTIES OF THE COMMISSION TO
9 CONSISTENTLY REQUIRE TESTING THE RELAY OPERATORS SKILLS.
10 MAYBE THIS TAKES A ROLE ALREADY, I DON'T KNOW, BUT I DO
11 FEEL THAT WHEN THE HEARING PEOPLE ARE THE SAME TELLING
12 US THAT THE RELAY SERVICE PEOPLE ARE RUDE AND THEY
13 CANNOT UNDERSTAND WHAT THEY ARE SAYING AND THEY TALK TOO
14 FAST OR THEY BECOME ANNOYED AND IMPATIENT, IT PUTS A
15 BARRIER BETWEEN THE CALLER AND THE RECIPIENT OF THE CALL
16 THAT COULD BE REMOVED IF CONSISTENTLY THE RELAY SKILLS
17 WERE UPGRADED SO THAT THEY WERE ALWAYS PRESENT DURING
18 EVERY RELAY CALL.

19 FOR THOSE WHO ARE LESS QUALIFIED, SPRINT
20 SHOULD PROVIDE ONGOING REFRESHER SERVICES SESSIONS AND
21 RETESTING. I DON'T KNOW IF THAT HAPPENS OR NOT.

22 I ALSO REQUEST THAT SPRINT DEVELOP THE
23 CONSUMER QUESTIONNAIRE ON THE CONSUMER SATISFACTIONS OR
24 THEIR COMPLAINTS ABOUT SPRINT RELAY SERVICES. THE
25 QUESTIONNAIRE SHOULD BE MAILED BIMONTHLY TO ABOUT 15% OF

1 THE CONSUMER BASE CHOSEN AT RANDOM.

2 THE RESPONSE TO THESE QUESTIONS SHOULD BE
3 PROVIDED TO SPRINT WITH INFORMATION THAT WILL ESTABLISH
4 NEW GUIDELINES FOR BETTER TRAINING OF ITS OPERATORS OVER
5 A PERIOD OF YEARS OF SUBSTANTIAL IMPROVEMENT I WOULD
6 THINK COULD TAKE PLACE.

7 THE GUIDELINES AND THE PERIODIC ANALYSIS OF
8 ITS SERVICES SHOULD BE PUBLICIZED AND I THINK THE
9 PERFECT PLACE TO PUBLICIZE IT WOULD BE IN FTRI'S LINK
10 NEWSLETTER.

11 WITH ALL OF THESE THINGS SPOKEN TO YOU NOW, I
12 ASK YOU TO TAKE SERIOUS CONSIDERATION OF OUR COMPLAINTS,
13 OUR SUGGESTIONS FOR IMPROVEMENTS, AND ACT UPON THEM AS
14 QUICKLY AS POSSIBLE SO THAT THE NEXT TIME I'M SITTING IN
15 THIS SEAT FOR SHIRLEY JONES OR SHIRLEY JONES IS HERE
16 SITTING IN AS USUAL WE CAN SAY CONGRATULATIONS, THINGS
17 ARE EVER SO MUCH BETTER. THANK YOU FOR HEARING ME OUT.

18 >>BETH SALAK: THANK YOU FOR THOSE COMMENTS.
19 I HAVE A COUPLE QUESTIONS, IF YOU DON'T MIND. ON THE
20 PROTOCOL FORM, YOU MENTIONED THAT LYNN STATED THERE IS
21 NO WAY TO DO YOUR INTRODUCTION?

22 AND, SPRINT, OF COURSE, IF YOU WOULDN'T MIND
23 COMING UP AND RESPONDING TO SOME OF THIS, I WOULD
24 APPRECIATE IT, TOO. SO THERE'S NO PLACE -- IS THE
25 OPERATOR ACTUALLY FOLLOWING PROTOCOL FORMS THAT WERE

1 FILLED IN?

2 >>JOAN ANDREWS: HOW DO WE KNOW?

3 >>BETH SALAK: HAVE YOU HEARD ANY COMPLAINTS?

4 YOU HAVE, HEARD COMPLAINTS THAT THEY'RE NOT FOLLOWING

5 THE PROTOCOL FORMS?

6 >>SPEAKER: NO. THE COMPLAINT IS WHAT'S BEING

7 SAID AT THE BEGINNING. IT'S NOT EXACTLY THE SAME FROM

8 EVERY SINGLE OPERATOR, BUT IT REALLY DEPENDS ON HOW THE

9 OPERATOR SAYS IT AS TO HOW IT'S RECEIVED ON THE OTHER

10 END IN THE SENSE THAT IF IT COMES ACROSS VERY MECHANICAL

11 THEN PEOPLE HANG UP, BECAUSE IT SOUNDS LIKE A

12 SOLICITATION. I KNOW WE'VE HAD LOTS OF DISCUSSIONS OVER

13 THE YEARS OF TRYING TO MAKE THE WHOLE RELAY SERVICE AS

14 TRANSPARENT AS POSSIBLE.

15 AND EVERY TIME I SAY TO PEOPLE YOU DO HAVE THE

16 OPTION TO TELL THE RELAY OPERATOR DON'T DO ANYTHING

17 OTHER THAN EXACTLY WHAT I TYPE. THE PROBLEM IS THAT

18 THERE ARE -- THERE MUST BE OTHER PROTOCOLS THAT

19 SUPERSEDE THAT, BECAUSE THEY DO IT ANYWAY.

20 >>JOAN ANDREWS: I WOULD LIKE TO MENTION THAT

21 WHEN I MAKE RELAY CALLS I DO START OUT BY TELLING THE

22 OPERATOR HOW TO INTRODUCE MY CALL. HOWEVER, SINCE I DO

23 NOT HEAR WHAT THE OPERATOR SAYS TO THE PERSON I'M

24 CALLING, I HAVE NO IDEA WHETHER IT IS BEING FOLLOWED OR

25 NOT.

1 >>BETH SALAK: DO YOU STILL HAVE A SIGNIFICANT
2 NUMBER OF HANG-UPS WITH YOUR INTRODUCTIONS?

3 >>JOAN ANDREWS: YES.

4 >>BETH SALAK: KEN, DID YOU WANT TO ADD
5 ANYTHING TO THIS ABOUT PROTOCOLS?

6 >>KEN GOULSTON: WELL, THANK YOU FOR ALL YOUR
7 INFORMATION. AND THESE INFORMATIONAL ISSUES, I WILL BE
8 WORKING INDIVIDUALLY WITH THESE ISSUES ABOUT
9 INTRODUCTION.

10 AND I WANTED TO INFORM YOU THAT THE STATE HAS
11 THE -- THEY HAVE THE RIGHT TO MODIFY THE -- THEY MUST
12 TELL YOU BY LAW THAT THEY'RE USING -- THE
13 HEARING-IMPAIRED PERSON IS USING A SERVICE AND WE NEED
14 TO EDUCATE THE CLIENT.

15 >>SPEAKER: CAN YOU REPEAT? THE STATE HAS THE
16 RIGHT TO --

17 >>KEN GOULSTON: THE STATE HAS THE RIGHT TO
18 MODIFY THE SERVICE ANNOUNCEMENT, THE GREETING. INSTEAD
19 OF THIS IS THE FLORIDA RELAY SERVICE CA NUMBER, YOU HAVE
20 RECEIVED A CALL, HAVE YOU RECEIVED A CALL BEFORE, TALK
21 DIRECTLY TO THIS PERSON AND JUST GO AHEAD AND SO FORTH.

22 THE CONSUMER HAS THE RIGHT TO MODIFY THE
23 GREETING TO MAKE IT SOUND BETTER FOR THE HEARING USER,
24 THE PERSON THAT'S RECEIVING THE CALL. WE HAVE A FORM
25 AND YOU CAN ADD SOMETHING IN THERE. YOU COULD PUT WHAT

1 YOU WOULD LIKE IN YOUR OWN ANNOUNCEMENT: "THIS IS KEN,
2 AND I HAVE A COMMUNICATION ASSISTANT." YOU DO NOT HAVE
3 TO SAY THAT YOU'RE FROM THE FLORIDA RELAY SERVICE, BUT
4 THE CLIENT HAS CONTROL OVER THE CA.

5 YOU CAN ALSO TELL THEM NOT TO USE THE CA,
6 WHATEVER IS MORE COMFORTABLE FOR THE PERSON ON THE OTHER
7 END OF THE PHONE. AND LIKE I SAY, AGAIN, THE STATE HAS
8 THE ABILITY TO MODIFY THE INTRODUCTION.

9 >>BETH SALAK: CHRIS.

10 >>CHRIS WAGNER: I HAVE A QUESTION ABOUT THE
11 PROFILE. MY QUESTION IS HOW THE OPERATOR ANSWERS,
12 BECAUSE WHEN IT TELLS THEM LOOK AT THE PROFILE, THAT'S
13 WHAT I WANT YOU TO BILL FOR MY LONG DISTANCE, IT SHOWS
14 SPRINT OR WHATEVER.

15 >>KEN GOULSTON: FOR THE CARRIER CHOICE, YOU
16 CAN PUT DOWN LONG DISTANCE, AND IT TAKES 48 HOURS TO PUT
17 THIS INTO THE SYSTEM AND WILL AUTOMATICALLY DEFAULT.

18 >>CHRIS WAGNER: YOU HAVE TO REMIND THEM EVERY
19 TIME THE OPERATOR [INAUDIBLE] PLEASE USE OUR LONG
20 DISTANCE.

21 >>KEN GOULSTON: WE CAN PUT IT IN THE SYSTEM,
22 AND IT SHOULDN'T HAVE TO -- YOU SHOULD NOT HAVE TO
23 MODIFY THEM AND IT WILL BECOME AUTOMATIC IN THE SYSTEM
24 AND THE NUMBER WILL BE IDENTIFIED IN THE SYSTEM, SO YOU
25 CAN PUT IT ON YOUR FORM OR YOU CAN ALSO INFORM THE

1 OPERATOR IF THERE IS TWO DIFFERENT CARRIERS.

2 IF YOU LIKE TO USE LONG DISTANCE TO TTY, WE'LL
3 USE A DIFFERENT FORM AND THE OPERATOR WILL SHOW HOW THEY
4 HAVE A PROMPT THAT SHOWS UP THAT SAYS THE DEAF USER WILL
5 SPEAK SPANISH, FOR EXAMPLE, AND IT WILL HAVE THEIR
6 BACKGROUND INFORMATION SHOWING. THE OPERATOR WILL BE
7 TRAINED IN THESE ISSUES. AND IF THEY'RE NOT LOOKING AT
8 THESE PROMPTS, THEY WILL NOT BE ABLE TO FOLLOW WHAT THE
9 PERSON WISHES.

10 >>JOAN ANDREWS: QUESTION. IS THIS THE FIRST
11 THAT YOU HAVE HEARD ABOUT THESE COMPLAINTS?

12 >>KEN GOULSTON: NO. THIS IS ACTUALLY A VERY
13 COMMON COMPLAINT. WE HAVE -- WE SEE THIS OFTEN. AND
14 LIKE WE SAID, WE HAVE NOT CHANGED THE SERVICE
15 ANNOUNCEMENTS SINCE BECAUSE OF THE FCC RULING. THE
16 OPERATOR CANNOT CONTROL THE PERSON'S LIFE AND THEY
17 CANNOT -- SOME PEOPLE ARE VERY INSENSITIVE AS TO
18 IDENTIFY WHETHER THEY'RE DEAF OR HEARING IMPAIRED.
19 THAT'S ANOTHER OPTION THE OPERATOR HAS. EACH HAS THEIR
20 OWN AUTHORITY WITH THE INTRODUCTION.

21 >>JOAN ANDREWS: GO AHEAD.

22 >>SPEAKER: I HAVE A SIMILAR PROBLEM. I
23 NOTICE THAT PEOPLE TEND TO HANG UP ON ME BECAUSE THEY
24 SAY THEY CAN'T HEAR WHAT THE OPERATOR IS SAYING OR THE
25 OPERATOR WILL TEND TO, QUOTE, EXPLAIN WHAT RELAY IS.

1 I DON'T WANT THAT. I WANT MY NAME TO BE GIVEN
2 OUT TO WHOMEVER I CALL AND THEN WHAT I WANT -- AND I
3 DON'T WANT THEM TO EXPLAIN THAT -- OFTEN THEY GO THROUGH
4 THIS IS THE RELAY AND THE PEOPLE HANG UP. AND AS SOON
5 AS THEY SAY -- I DON'T KNOW WHAT THEY SAY.

6 I DON'T KNOW IF THEY SAY THIS IS FLORIDA RELAY
7 SERVICE OR WHAT THEY DO, BUT PEOPLE HANG UP ON ME AND
8 IT'S REALLY FRUSTRATING, BECAUSE I'M A PROFESSIONAL, AND
9 IF I CALL PROFESSIONAL AGENCIES TO HELP MY CLIENT TO GET
10 MY CLIENT'S NEEDS SATISFIED, I'M GETTING HUNG UP ON.

11 I KNOW MY OWN CHILDREN WILL NOT USE THE RELAY,
12 BECAUSE THEY SAY IT'S RUDE, AND MY CHILDREN TELL ME
13 THEY'RE RUDE. EVEN MY SON-IN-LAW, WHO IS NEWLY INVOLVED
14 IN MY LIFE, HE TELLS ME, HE SAYS, "I CANNOT STAND TO USE
15 THE RELAY."

16 WHAT DO I DO? IT'S VERY FRUSTRATING. I ENJOY
17 THE USE OF THE RELAY, YES, AND I HAVE FOR MANY YEARS,
18 BUT IT SEEMS THE SERVICE IS REALLY GETTING WORSE AND
19 WORSE.

20 >>KEN GOULSTON: ACTUALLY, I WOULD LIKE TO
21 REFER TO THE COMMUNICATIONS BETWEEN BUSINESSES AND
22 HOSPITALS AND SO FORTH. FLORIDA RELAY SERVICE IS A
23 PUBLIC SERVICE, AND YOU DO HAVE THE RIGHT TO FILL OUT ON
24 YOUR FORM PLEASE DO NOT LET THE OPERATOR ANNOUNCE THAT
25 THIS IS THE FLORIDA RELAY SERVICE.

1 YOU CAN TELL THEM TO PUT YOUR NAME THERE, SO
2 THERE ARE DIFFERENT WAYS. ALSO, AS FAR AS THE RUDENESS,
3 YOU COULD LET ME KNOW WHAT THE CA'S NUMBER IS, AND I CAN
4 IDENTIFY THAT THROUGH TRAINING ISSUES.

5 >>SPEAKER: I WANTED TO ADD TO HER QUESTION.
6 MY FAMILY MEMBERS REFUSE TO USE THE RELAY SERVICE,
7 BECAUSE THEY CAN'T HEAR THE RELAY OPERATOR SPEAKING AND
8 THEY HANG UP. AND THEN, THEY SEND ME A LETTER OR AN
9 E-MAIL, AND I WOULD REALLY RATHER USE THE RELAY, BUT THE
10 OPERATOR CANNOT SPEAK UP. MY FAMILY CANNOT HEAR THEM.
11 WE ALSO HAD A PROBLEM WITH VARIOUS ACCENTS. MANY OF THE
12 CAs HAVE ACCENTS OR ARE DIFFICULT TO UNDERSTAND.

13 >>JOAN ANDREWS: I WOULD LIKE TO ASK A
14 QUESTION. CURRENTLY, WILL YOU DESCRIBE FOR US THE DEPTH
15 AND THE FREQUENCY OF OPERATOR TRAINING?

16 >>KEN GOULSTON: SURE. OUR BYLAWS SAY THAT
17 EVERY MONTH WE GIVE -- I'M SORRY. SEVERAL TIMES A MONTH
18 THEY DO TESTS ON VOCAL INTONATION AND SKILL AND IF A
19 SPECIFIC CA IS REFERENCED, WE TAKE THEM FOR INDIVIDUAL
20 TRAINING. WE MONITOR THEM FOUR TIMES A MONTH. THAT'S
21 OUR QUALITY ASSURANCE.

22 >>CHRIS WAGNER: FOUR TIMES A MONTH? THE
23 CAPTION DID NOT SAY THAT. OKAY.

24 >>KEN GOULSTON: THIS IS FOUR TIMES A MONTH.

25 >>CHRIS WAGNER: I JUST WANT TO MAKE SURE.

1 >>KEN GOULSTON: WE MONITOR THEM FOUR TIMES A
2 MONTH.

3 >>JOAN ANDREWS: ALL OF US WHO USE THE RELAY
4 UNDERSTAND THAT IT'S OUR RESPONSIBILITY TO GET THE
5 NUMBER OF THE RELAY OPERATOR AND TO REPORT AT THE TIME
6 OF THE CALL THAT WE HAVE HAD A PROBLEM.

7 I THINK THAT THE REASON MANY OF US DO NOT DO
8 THAT IS BECAUSE IN SPITE OF DOING IT IN THE PAST THERE
9 HAVE BEEN NO CHANGES, AND THERE IS AN ATTITUDE THAT WHY
10 KEEP TRYING, THEY AREN'T GOING TO DO ANYTHING.

11 WHAT WE'RE TALKING ABOUT HERE IN REAL LIFE
12 ENVIRONMENT, WE'RE TALKING ABOUT A PRODUCT. SPRINT IS
13 AN ENORMOUS COMPANY. I SEE SIGN BOARDS EVERYWHERE ABOUT
14 SPRINT SERVICES, NOT RELAY SERVICES, BUT SERVICES TO THE
15 HEARING PEOPLE.

16 I KNOW THERE'S A LOT OF MONEY SPENT ON THOSE
17 SERVICES, SERVICE SIGNS, BUT I KNOW THAT THE REAL
18 NITTY-GRITTY POINT THAT WE WANT YOU ALL TO UNDERSTAND IS
19 THE QUALITY OF THE PRODUCT THAT WE ARE SERIOUSLY
20 CONCERNED ABOUT.

21 AND I'M NOT SURPRISED THAT MANY PEOPLE ARE
22 USING FAXES AND E-MAIL IN PLACE OF THE RELAY SERVICE,
23 ALTHOUGH AS MENTIONED WE LOVE THE RELAY SERVICE AND WE
24 LOVE WHAT IT IS SUPPOSED TO DO, AND WE ARE DISHEARTENED
25 BECAUSE IT IS NOT WORKING PROPERLY.

1 IF THIS WAS A CORPORATION AND YOU HAD A
2 DEPARTMENT THAT WAS NOT WORKING PROPERLY, THEY WOULD
3 CALL IN SOMEBODY WHO HAS THE KNOW-HOW AND THE ABILITY
4 AND THE ENERGY TO MAKE THE CHANGES THAT ARE GOING TO
5 MAKE THAT PRODUCT SOMETHING THAT THE CONSUMERS CANNOT
6 RESIST.

7 THAT'S WHAT I WANT THE RELAY SERVICE TO
8 DEVELOP INTO, A PRODUCT THAT WE CANNOT RESIST AND WE
9 WILL USE IT WITH GREAT JOY, BECAUSE IT IS WORKING WELL.
10 THIS IS ALL WE ASK. AND THAT'S A BIG ALL, I RECOGNIZE
11 THAT, BUT THIS IS ALL WE ASK.

12 IF YOU CAN DO THAT FOR US AND DO IT QUICKLY,
13 THERE ARE GOING TO BE THOUSANDS OF PEOPLE IN FLORIDA WHO
14 ARE EVER AND EVER SO GRATEFUL TO YOUR ATTENTION TO THE
15 MATTER AND FOLLOWING IT THROUGH TO MAKE SURE AND
16 CHECKING TIME AFTER TIME AFTER IT IS IMPROVED THAT THE
17 IMPROVEMENT HAS NOT SLACKENED.

18 >>BETH SALAK: JERRY.

19 >>JERRY CONNER: THE DEAF SERVICE ASSOCIATION
20 IS WORKING ON A PAPER TO ADDRESS THIS ISSUE. MANY OF
21 THE THINGS THAT JOAN MENTIONED ARE THE EXACT SAME ISSUES
22 THAT WE'VE IDENTIFIED THROUGH THE DEAF SERVICE CENTERS
23 THROUGHOUT THE STATE. WHAT WE'RE REALLY LOOKING FOR IS
24 A WAY TO ESTABLISH SOME KIND OF A DIALOGUE SO WE CAN
25 MAKE IT HAPPEN, SO WE CAN MAKE THE CHANGES.

1 CERTAINLY, WE'RE VERY, VERY SUPPORTIVE OF THE
2 RELAY SERVICE, GIVEN UNTOLD HOURS OF OUR PERSONAL TIME
3 AND ENERGY TO GET THE SERVICE OPERATIONAL, AND WE'RE
4 WILLING TO GIVE TIME AND ENERGY AGAIN TO IMPROVE THAT
5 SERVICE.

6 WE KNOW THAT IT'S NOT A SYSTEMATIC-ONLY SPRINT
7 PROBLEM. WE KNOW OTHER RELAYS HAVE PROBLEMS, BUT WE
8 ALSO KNOW THAT OTHER STATES WHO ARE RUN BY SPRINT HAVE
9 BETTER RELAY SERVICES THAN FLORIDA.

10 AND SO, THAT'S WHY WE KEEP GRAPPLING WITH THAT
11 ISSUE WONDERING WHY ISN'T IT BETTER HERE IN FLORIDA?
12 AND WHY IS THE RELAY SERVICE SO MUCH BETTER IN OTHER
13 AREAS? OFTEN, WE ATTRIBUTE TO THE FACT MAYBE IN OTHER
14 AREAS, LIKE CALIFORNIA AND WISCONSIN, THEY HAVE A MUCH
15 MORE ACTIVE AND POWERFUL DEAF COMMUNITY WHO IS MUCH MORE
16 ADAMANT ABOUT MAKING CHANGE, BUT WE HAVE THAT HERE IN
17 FLORIDA, TOO.

18 WE HAVE PEOPLE WHO ARE EXPRESSING CHANGE.
19 THERE WAS ONE ISSUE THAT WAS PROBLEMATIC FOR ME AND THAT
20 IS IF YOU HAVE A PROBLEM LATE AT NIGHT AND YOU CALL THE
21 CUSTOMER COMPLAINT LINE, FIRST YOU'RE PUT ON HOLD AND
22 IT'S ALREADY MIDNIGHT AND I WANT TO CALL AND FILE A
23 COMPLAINT. AN HOUR AND A HALF LATER, I'M STILL ON HOLD.

24 AND THAT HAPPENS WITH REGULARITY SO THAT WHEN
25 YOU WANT TO COMPLAIN YOU'RE FORCED TO JUMP THROUGH SO

1 MANY HOOPS. AND, FRANKLY, IF SHE'S AT WORK AND TRIES TO
2 CARRY OUT HER RESPONSIBILITY, SHE DOES NOT HAVE TIME TO
3 DO A 35 TO 40-MINUTE TO FILE A COMPLAINT PROCESS. IT'S
4 EASIER JUST TO HANG UP THE PHONE, GO FIND SOMEBODY TO
5 MAKE A CALL FOR HER, BUT THAT ISN'T WHAT WE'RE HERE TO
6 DO.

7 I WOULD THINK THAT WHAT WE NEED TO DO IS MAYBE
8 SET UP A TASK FORCE TO ADDRESS SPECIFIC ISSUES. I NOTE
9 THAT ON NOVEMBER 8th THE SERVICE CENTER ASSOCIATION WILL
10 BE VOTING ON IMPROVING OUR POSITION PAPER. AND WE WOULD
11 BE MORE GLAD TO HAVE A REPRESENTATIVE OR TWO.

12 AND I'M SURE FLASH COULD PROVIDE PEOPLE TO SIT
13 DOWN WITH SPRINT AND WHOEVER ELSE WE NEED TO SIT DOWN
14 WITH AND MAKE SOME DECISIONS, LIKE THE INTRODUCTION.
15 INITIALLY, THE INTRODUCTION WAS GOOD, BUT THE RELAY'S
16 BEEN AROUND A LONG TIME AND PEOPLE WHO KNOW ABOUT IT
17 KNOW ABOUT IT.

18 THE ONES WHO DON'T, I'M NOT SURE WE'RE EVER
19 GOING TO REACH THEM, BUT MAKING IT MORE TRANSPARENT, I
20 THINK THAT'S POSSIBLE. ALL YOU HAVE TO DO IS TAP INTO
21 THE RESOURCES THAT WE HAVE TO OFFER.

22 >>BETH SALAK: SO YOUR PAPER WILL BE VOTED ON
23 ON THE 8th?

24 >>JERRY CONNER: YES.

25 >>BETH SALAK: AND THEN, WHERE WILL IT GO?

1 >>JERRY CONNER: TO THE PUBLIC SERVICE
2 COMMISSION, AND WE WILL SEND A COPY OF IT TO EVERY OTHER
3 ASSOCIATION IN THE STATE THAT DEALS WITH DEAF PEOPLE.

4 >>BETH SALAK: OKAY, GREAT. AND AS PART OF
5 THAT YOU'RE GOING TO SUGGEST SOLUTIONS?

6 >>JERRY CONNER: WE'VE IDENTIFIED THE
7 PROBLEMS. AND WHAT WE WANT TO WORK OUT ON THE 8th IS
8 WHAT WE THINK THE SOLUTIONS ARE.

9 >>BETH SALAK: YOU'RE GOING TO INCLUDE THOSE.
10 YOU MENTIONED THINGS THAT ARE HAPPENING IN OTHER STATES.
11 ARE YOU GOING TO MENTION ANYTHING ABOUT OTHER STATES?

12 >>JERRY CONNER: WE HAVE NOT. THAT'S NOT PART
13 OF OUR PLAN. WE WANTED TO ADDRESS FLORIDA AND ONLY
14 FLORIDA, AND WE MAY NEED TO HAVE SOMEBODY ELSE GIVE US
15 THE INFORMATION.

16 MOST OF OUR INFORMATION ABOUT OTHER STATES IS
17 FAIRLY ANECDOTAL, AND I WOULD REALLY RATHER HAVE HARD
18 FACTS AND DATA. AND I KNOW IT'S AVAILABLE. I'M SURE.
19 ALL WE HAVE TO DO IS CONTACT SOME OTHER STATES.

20 >>BETH SALAK: OKAY. SO WE SHOULD GET THAT
21 MID NOVEMBER, YOU THINK?

22 >>JERRY CONNER: ABSOLUTELY.

23 >>BETH SALAK: OKAY. EXCELLENT.

24 YES, MA'AM?

25 >>SPEAKER: I'VE BEEN NOTICING TWO POTENTIAL

1 PROBLEMS THAT MANY PEOPLE HAVE BEEN INFORMING ME OF.
2 ONE IS A CELL PHONE ISSUE. IF YOU MAKE A CALL -- FOR
3 EXAMPLE, MAYBE IT'S AN AREA CODE OF 727 AND THEY WANT TO
4 MAKE A LONG-DISTANCE CALL TO 352 OR SOMETHING LIKE THAT
5 THROUGH THE RELAY SERVICE -- I'M SORRY, THROUGH A CELL
6 PHONE, THE LONG DISTANCE DOESN'T HAVE THE CAPABILITIES
7 TO MAKE THE CALL.

8 WHEN THEY TRY TO CALL ME -- WHEN THE HEARING
9 PERSON TRIES TO CALL ME, THEY CAN'T, BECAUSE THEY SAY
10 THAT THERE'S NO LONG-DISTANCE CAPABILITIES. MY SISTER'S
11 BEEN HAVING THE SAME PROBLEM ALSO. SHE CAN'T CONTACT
12 ME, SO SHE HAS TO PAGE ME. SHE CAN'T USE THE RELAYS
13 THROUGH THE CELL PHONE. ALSO, THIS WOMAN SITTING HERE,
14 HER DAUGHTER HAS THE SAME PROBLEMS ALSO.

15 THE SECOND ISSUE, PEOPLE THAT WORK IN
16 HOSPITALS OR MEDICAL OFFICES, THEY CAN'T USE 711. THEY
17 HAVE TO DIAL THE 800 NUMBER. I THOUGHT THAT 711 WAS
18 SUPPOSED TO BE ACCESSIBLE TO EVERYONE. SO MANY TIMES
19 PEOPLE CAN'T CALL BACK TO THOSE PLACES ONCE THE CALL HAS
20 BEEN MADE. THEY DIAL THE 711, AND THEY CAN'T GET
21 THROUGH.

22 SO THEN, I HAVE TO CALL THEM BACK AND SAY, YOU
23 KNOW, NO, YOU NEED TO USE A 1-800 NUMBER AND THEN BLAH,
24 BLAH, BLAH. SOME PHONE SYSTEMS DON'T SEEM TO -- FOR
25 EXAMPLE, THE COMPANY ALLSTATE -- AND THERE'S ANOTHER

1 FINANCIAL COMPANY -- THEY CAN'T USE 711 ALSO. THEY NEED
2 TO USE THE 1-800. MY CONCERN IS WHETHER THE 800 NUMBER
3 WILL CONTINUE OR IF THAT ISSUE WILL BE INTERRUPTED.

4 >>SPEAKER: WELL, THE POINT ABOUT THE 711 AND
5 THE 800 NUMBER, WE WILL NOT GET RID OF THE 800 NUMBER.
6 IT IS HARD TO FACE THE 711, BECAUSE SOME OF THE PRIVATE
7 BOX CONNECTIONS ARE NOT CONFIGURED CORRECTLY SO THAT
8 THEY CAN USE 711; FOR EXAMPLE, PRIVATE COMPANIES,
9 BUSINESSES, AND HOSPITALS.

10 ALSO, FOR PUBLIC BUILDINGS, THEY ARE REQUIRED
11 TO HAVE ACCESS FOR 711. PRIVATE BUSINESSES ARE NOT
12 REQUIRED THAT ACCESS, SO THEY WILL HAVE TO USE THE 1-800
13 NUMBER AND THAT IS BECAUSE 711 IS A DIFFERENT
14 CONFIGURATION. DOES THAT ANSWER YOUR QUESTION?

15 AS FAR AS THE CELL PHONE, THAT'S A COMMON
16 PROBLEM WE'VE SEEN FREQUENTLY, AND WE ARE TRYING TO WORK
17 WITH WELLS PHONE COMPANY TO TRY TO SEE WHO IS
18 RESPONSIBLE FOR THE LONG DISTANCE. WE'RE TRYING TO SET
19 UP AN OPERATOR OVERRIDE FOR THAT SYSTEM SO THAT THEY CAN
20 ACCESS THE LONG-DISTANCE COMPANY. WE'RE ALSO WORKING
21 WITH THE FCC AND WELLS TO TRY TO RECTIFY THAT PROBLEM.

22 >>CHRIS WAGNER: [INAUDIBLE]

23 >>SPEAKER: IN THE CELL PHONE, IT'S NOT
24 PROGRAMMED TO HAVE 711.

25 >>CHRIS WAGNER: CAN WE HAVE THAT INFORMATION

1 SO WE CAN SHOW IT TO OTHER PEOPLE?

2 >>SPEAKER: YES, I WOULD BE HAPPY TO.

3 >>CHRIS WAGNER: OKAY.

4 >>BETH SALAK: I WAS GOING TO MENTION IF YOU
5 GIVE US THE NAME OF EVEN A PRIVATE COMPANY, IF YOU KNOW
6 SOMEONE AT THE SWITCHBOARD OR PBX TAKING A 711 CALL, WE
7 WILL GLADLY CALL THEM AND SUGGEST THAT THEY NEED TO
8 SWITCH THAT OVER.

9 IF YOU GIVE US THE NAMES, WE'LL HAVE PEOPLE ON
10 THE COMMISSION STAFF CALL AND SAY WE REALLY THINK YOU
11 NEED TO USE 711. IT WORKS MANY TIMES, AND THEY'LL GO
12 AHEAD AND CONVERT THEIR SYSTEMS SO YOU CAN USE IT.
13 WE'LL GLADLY GIVE IT A TRY. YOU CAN -- YOU MENTIONED
14 ALLSTATE, BUT I DON'T KNOW THE NAMES OF THE HOSPITALS,
15 BUT WE WILL CALL THEM.

16 >>BETH SALAK: YOU MENTIONED IN YOUR
17 COMPLAINTS, JOAN, RUDENESS. IS IT PEOPLE JUST BEING
18 CURT OR ARE THESE OPERATORS THAT USE A TONE? WHEN YOU
19 SAY RUDE, WHAT IS IT? THEY'RE JUST NOT NICE OR WHAT DO
20 YOU MEAN BY RUDENESS, ANYONE WHEN YOU MENTION RUDENESS?

21 >>JOAN ANDREWS: I BELIEVE IT'S MOSTLY SHOWING
22 IRRITATION THAT THE CALLER AND THE CALLEE ARE NOT
23 UNDERSTANDING WHAT IS GOING ON. AND THE CALLER MIGHT BE
24 INVOLVED, BECAUSE THE CALLEE IS CONFUSED, BECAUSE WE
25 CALLERS KNOW WHAT IS GOING ON. I CAN'T BE MORE SPECIFIC

1 THAN THAT.

2 >>BETH SALAK: OKAY.

3 >>JOAN ANDREWS: THE RUDENESS, I ASSUME, COULD
4 ALSO COME BECAUSE THE OPERATOR MAY BE FATIGUED FROM
5 WORKING TOO LONG. IT COULD BE FOR MANY, MANY REASONS
6 THAT I CANNOT ITEMIZE.

7 >>JERRY CONNER: I FIND THE TIME THE RUDENESS
8 IS USED ON ME IS WHEN I CANNOT UNDERSTAND THE OPERATOR'S
9 SPANISH ACCENT. AND I ASK HER TO REPEAT IT AND SHE
10 REPEATS IT AND I DON'T GET IT. I'LL SAY, OKAY, SPELL IT
11 FOR ME. AND THAT'S WHEN THE RUDENESS HAPPENS. SHE
12 REALLY GETS OBNOXIOUS. "WELL, I'M NOT GOING TO SPELL IT
13 FOR YOU." IT'S LIKE, "OKAY. MAY I SPEAK TO YOUR
14 SUPERVISOR?" BUT THEN, 15 MINUTES LATER, I'M STILL
15 WAITING FOR THE SUPERVISOR TO COME ON THE PHONE, AND
16 I'VE GOT AN OFFICE I HAVE TO RUN.

17 MOSTLY -- AT LEAST MY EXPERIENCE HAS BEEN WHEN
18 I CANNOT UNDERSTAND THE OPERATOR AND THE ACCENT IS
19 DIFFICULT TO UNDERSTAND, THE OPERATOR REALLY HAS -- I
20 GUESS, SHE CAN'T CHANGE HER ACCENT AND SO THAT UPSETS
21 THEM THAT YOU CAN'T UNDERSTAND THE ACCENT.

22 >>BETH SALAK: AND YOU MENTIONED THAT YOU
23 CAN'T HEAR THEM? I MEAN, THEY'RE JUST NOT SPEAKING LOUD
24 ENOUGH OR IT'S JUST A MATTER OF THEM NOT SPEAKING LOUD
25 ENOUGH?

1 >>JERRY CONNER: MOST OF THE TIME IT'S A
2 MATTER OF THEM NOT SPEAKING LOUD ENOUGH. I'VE OFTEN
3 SAID, "I'M SORRY. I CANNOT HEAR YOU. CAN YOU SPEAK
4 UP?" AND ONE OPERATOR SAID, "WELL, THERE ARE OTHER
5 OPERATORS AROUND HERE. I DON'T WANT TO DISTURB THEM."
6 "WELL, EXCUSE ME, I HAVE A PHONE CALL I WANT YOU TO
7 COMPLETE." I'VE TURNED TO THE POINT WHERE I DON'T USE
8 THE RELAY SERVICE ANYMORE.

9 >>LAURA KING: JERRY, YOU ALSO MENTIONED
10 YOU'RE ON HOLD FOR A VERY LONG PERIOD OF TIME WHEN
11 MAKING A COMPLAINT. I WAS WONDERING IF SOMEONE FROM
12 SPRINT COULD ADDRESS THAT.

13 >>JERRY CONNER: THAT'S ON THE CUSTOMER
14 COMPLAINT WHEN YOU CALL THE CUSTOMER LINE, THE SEPARATE
15 NUMBER.

16 >>BETH SALAK: THAT'S NOT JUST LATE AT NIGHT?
17 FROM WHAT I'M HEARING, IT'S ALL DAY LONG.

18 >>JERRY CONNER: ALL DAY LONG, IT'S USUALLY A
19 MINIMUM OF 15 TO 20 MINUTES, BUT AT NIGHT IT'LL GO ON
20 SOMETIMES FOR AN HOUR AND A HALF. AND I UNDERSTAND THEY
21 MAY BE WORKING ON OTHER PEOPLE, BUT IT'S JUST TOO LONG.

22 >>BETH SALAK: THAT'S THE WAIT FOR THE
23 SUPERVISOR. KEN?

24 >>KEN GOULSTON: YOU MEAN, WHEN YOU CONTACT
25 THE OPERATOR AND YOU ASK IF THE SUPERVISOR IS THERE OR

1 ARE YOU TRANSFERRED TO CUSTOMER SERVICE?

2 >>JERRY CONNER: BOTH WAYS. WHEN I ASK FOR A
3 SUPERVISOR, IT USUALLY TAKES A LONG TIME FOR THE
4 SUPERVISOR TO COME AND TALK TO ME. BY THAT TIME I'M
5 FRUSTRATED AND I JUST HANG UP. IT'S OVER. AND THEN,
6 WHEN I CALL THE CUSTOMER COMPLAINT LINE, I GET PUT ON
7 HOLD FOR LONG PERIODS OF TIME.

8 >>KEN GOULSTON: OKAY. WELL, THANK YOU FOR
9 THE FEEDBACK. I WILL TRY TO FIND OUT WHAT'S UP WITH THE
10 CUSTOMER SERVICE BEING ON HOLD ALL NIGHT. I THINK LATE
11 AT NIGHT THEY HAVE A DIFFERENT SCHEDULE, AND THEY SHOULD
12 ANSWER THE PHONE CALL WITHIN A REASONABLE AMOUNT OF
13 TIME. THANK YOU FOR INFORMING ME ABOUT THAT. YOU COULD
14 ALSO HAVE THE ABILITY TO E-MAIL ME OR CALL ME IF YOU
15 CAN'T GET AHOLD OF A SUPERVISOR OR CUSTOMER SERVICE.
16 I'M AVAILABLE, AND I CAN TAKE YOUR CALL. I CAN TRY TO
17 RESOLVE ANY SITUATION THAT APPEARS INDIVIDUALLY AND TRY
18 TO FIX -- I'LL TRY TO GET SOME INFORMATION ON THAT
19 ISSUE. I'M HERE FOR SUPPORT ANY TIME.

20 >>SPEAKER: SPEAKING SPECIFICALLY TO THE ISSUE
21 OF RUDENESS, FOR EXAMPLE, MY DAUGHTER CALLED -- SHE'S
22 HEARING -- SHE CALLED ME. AND IT HAPPENED THAT MY OTHER
23 DAUGHTER, WHO IS ALSO HEARING, ANSWERED THE PHONE. AND
24 THE OPERATOR AUTOMATICALLY SAYS, "WELL, SINCE YOU DON'T
25 HAVE A TTY..." AND THEN, HUNG UP.

1 AND, NO, THE OPERATOR SHOULD HAVE ASKED, "DO
2 YOU HAVE A TTY OR A TTY USER? IS YOUR MOTHER OR FATHER
3 HOME?" BUT SHE DIDN'T. SHE JUST HUNG UP. AND MY
4 DAUGHTER THOUGHT, OKAY. AND THEN, THE CALL CAME IN
5 AGAIN. SHE WAS TRYING TO CALL ME, BECAUSE IT WAS AN
6 EMERGENCY, AND SHE GOT FED UP.

7 SO WHAT HAPPENED WAS MY DAUGHTER HAD TO MAKE A
8 CALL -- THE DAUGHTER THAT WAS AT MY HOUSE HAD TO MAKE A
9 CALL FOR ME TO THE OTHER DAUGHTER, AND IT'S JUST A REAL
10 PAIN IN THE BUTT.

11 THE SECOND ONE, TALKING ABOUT CUSTOMER
12 SERVICE, I CALLED ONE TIME TO MAKE A COMPLAINT, AND THE
13 ANSWERING MACHINE WAS ON, SO I LEFT MY PHONE NUMBER AND
14 MY NAME AND ALL OF THE INFORMATION AND NOBODY EVER
15 CALLED ME BACK, SO I CALLED AGAIN AND WAS PUT ON HOLD
16 FOR ABOUT HALF AN HOUR.

17 AND AFTER HALF AN HOUR -- I'M A BUSY PERSON
18 AND I GO TO SCHOOL. I WORK DURING THE DAYTIME. I CAN'T
19 WAIT FOR HALF AN HOUR FOR A CUSTOMER SERVICE
20 REPRESENTATIVE, AND THAT WAS WHAT HAPPENED TO ME.

21 >>BETH SALAK: KEN, I HAVE A QUESTION. HAVE
22 YOU NOT HEARD THESE COMPLAINTS?

23 >>KEN GOULSTON: I WOULD ALSO TAKE THAT
24 SITUATION INTO CONSIDERATION AND TRY TO GIVE YOU
25 FEEDBACK ON THAT.

1 >>BETH SALAK: IS THIS THE FIRST YOU'VE HEARD
2 A COMPLAINT ABOUT THE WAIT TIME FOR CUSTOMER SERVICE?

3 >>KEN GOULSTON: YES, IT IS ACTUALLY. I HAVE
4 NEVER SEEN THAT PROBLEM IN THE PAST. THAT'S NEW TO ME.
5 AND I'LL CONSIDER LOOKING AT HELPING AND SOLVING THAT
6 SITUATION.

7 >>BETH SALAK: YES, SIR.

8 >>SPEAKER: I HAVE A QUESTION.

9 I LONG DISTANCE CALLED TO CHICAGO SEVERAL
10 TIMES IN THE PAST FEW MONTHS. THE STRANGE THING IS THAT
11 WHEN I CALL, THE OPERATOR TENDS TO FUMBLE AROUND AND THE
12 HEARING PERSON IN CHICAGO, WHEN THEY CALL ME THEY HAVE
13 NO PROBLEMS. BUT LIKE SHE WAS SAYING, I HAVE COMPLAINTS
14 ABOUT WHAT HE IS SAYING AND ASKED THEM TO PLEASE
15 TRANSFER ME TO THE SUPERVISOR.

16 I'M WAITING FOR VERY LONG PERIODS OF TIME, SO
17 I END UP HANGING UP, BECAUSE THEY KNOW THAT I WILL NOT
18 WAIT FOR THAT LONG, AND I BELIEVE THE OPERATOR IS TRYING
19 TO SAVE THEIR OWN NECK.

20 WHEN THEY CALL ME FROM CHICAGO AND I'M STERN
21 FOR THE SUPERVISOR, THEY GET THE SUPERVISOR VERY
22 QUICKLY. BUT I THINK THE SERVICE IS MUCH BETTER IN
23 CHICAGO THAN HERE. HERE, THEY PUT ME ON HOLD FOR A VERY
24 LONG PERIOD OF TIME, AND I DON'T THINK THAT MAKES SENSE.
25 THAT'S ONE PROBLEM THAT I'VE SEEN.

1 >>BETH SALAK: JOAN?

2 >>JOAN ANDREWS: I WOULD BE REMISS --

3 >>KEN GOULSTON: I'LL HAVE TO SEE WHAT HAPPENS
4 WITH THE SUPERVISOR STAFF COMPARING WITH CHICAGO. ALSO,
5 WE DO HAVE THE RIGHT TO CHOOSE YOUR OWN OPERATOR, AND
6 I'LL TRY THAT.

7 >>SPEAKER: I ASKED THEM TO TRANSFER ME TO
8 ANOTHER OPERATOR AND THEY ASKED ME WHY. YOU DO HAVE THE
9 RIGHT TO TRANSFER TO ANOTHER OPERATOR.

10 >>KEN GOULSTON: YES, PLEASE E-MAIL ME AND
11 I'LL TRY TO FIX THAT PROBLEM.

12 >>BETH SALAK: JO?

13 >>JOAN ANDREWS: I WOULD BE REMISS NOT TO TELL
14 YOU THAT I HAVE OPERATORS TRY TO MAKE VERY COMPLICATED
15 TRANSMISSIONS FOR ME WHO HAVE DONE A MARVELOUS JOB.
16 THERE ARE MANY WHO ARE EXCELLENT. I DON'T WANT TO LEAVE
17 HERE TODAY MAKING YOU FEEL THAT WE ARE DISMAYED ABOUT
18 THE ENTIRE PACKAGE. WE'RE NOT.

19 BUT THERE ARE THE SPECIFICS THAT YOU'VE HEARD
20 TODAY, AND I CONGRATULATE THOSE OPERATORS WHO DO SUCH A
21 GOOD JOB, THANK THEM AT THE END OF THE DIALOGUE, AND
22 THEY ARE VERY APPRECIATIVE OF THAT.

23 >>BETH SALAK: AND I APPRECIATE THAT, YOU
24 MAKING POSITIVE COMMENTS AS WELL AS COMPLAINTS, BUT
25 OBVIOUSLY THE FOCUS FOR ME WOULD BE COMPLAINTS, BECAUSE

1 THAT'S WHAT WE NEED TO RESOLVE. DO YOU KNOW WHAT
2 PERCENTAGE OF TIME YOU GET A BAD OPERATOR OR A BAD CA AS
3 OPPOSED TO ONE OF THE REALLY GOOD ONES?

4 >>JOAN ANDREWS: I'VE NEVER GIVEN IT ANY
5 THOUGHT. I COULD NOT, NO. I COULD NOT STATE ANY
6 PERCENTAGE OF TIME.

7 >>BETH SALAK: I DIDN'T KNOW IF IT WAS HALF
8 YOUR CALLS OR ONCE A WEEK OR --

9 >>JOAN ANDREWS: WELL, I WOULD SAY PROBABLY
10 ABOUT ONCE A WEEK.

11 >>BETH SALAK: ONCE A WEEK. SAME WITH YOU,
12 JERRY? OR MORE FREQUENTLY?

13 >>JERRY CONNER: I THINK WHAT HAPPENS IS WHEN
14 WE GET A GOOD OPERATOR, WE HEAR PEOPLE IN THE OFFICE
15 SAYING, "YES, I GOT ONE WHO REALLY FOLLOWED ME." IT'S
16 MORE OF AN UNUSUAL OCCURRENCE. BUT THE ONES WHO ARE
17 GOOD ARE REALLY GOOD.

18 BUT THERE ARE -- AND IT'S NOT THAT THEY'RE ALL
19 JUST BAD. SOMETIMES THEY'RE JUST VERY MEDIOCRE, AND
20 THAT'S WHY I WAS ASKING THE QUESTION ABOUT THE VOICE
21 RECOGNITION TECHNOLOGY, BECAUSE THAT DELAY TIME IS ALSO
22 REAL PROBLEMATIC.

23 AND AS THE HEARING PERSON ON THE OTHER END,
24 I'M THINKING, COME ON, HELLO, ASK THEM IF THEY'RE STILL
25 ALIVE ON THE OTHER END AND THE OPERATOR WILL SAY, "WELL,

1 I'M STILL TYPING." YOU DIDN'T TELL ME THAT. THERE'S NO
2 WAY TO KNOW WHAT'S GOING ON. AND I AGREE WITH JOAN THAT
3 IF I DON'T HEAR WHAT THE OPERATOR SAYS TO THE OTHER
4 SIDE, I HAVE NO WAY OF KNOWING IF THEY FOLLOWED MY
5 INSTRUCTIONS.

6 >>BETH SALAK: RIGHT.

7 >>JERRY CONNER: AND I DO KNOW THAT WHEN I GET
8 CALLS FROM MY OWN STAFF PEOPLE, I KNOW WHEN THEY'RE
9 CALLING MY OFFICE TO GET ME THAT THEY HAVE ALREADY
10 REQUESTED NOT TO ASK IF I NEED THE RELAY SYSTEM
11 EXPLAINED TO ME. I DON'T KNOW IF PEOPLE KNOW THAT I
12 SOMETIMES HAVE A MOUTH ON ME, SO I USUALLY SAY, "WHAT
13 WOULD YOU LIKE TO KNOW ABOUT THE RELAY?"

14 BUT ANYWAY, THE POINT IS THAT I DON'T THINK
15 THE OPERATOR -- AND MAYBE YOU CAN HELP ME WITH THIS --
16 IF THERE'S A STANDARD LINE THAT THE OPERATORS ARE TOLD
17 THEY MUST DO IT AND THAT SUPERSEDES WHAT THE CUSTOMER
18 WANTS, I DON'T BELIEVE THAT'S WHAT WE INTENDED WHEN WE
19 FIRST WROTE ALL THE REGULATIONS.

20 IF THAT'S HOW IT GOT TRANSMITTED AND THEN
21 TRANSLATED, THEN THAT'S WHY WE'RE HAVING THE PROBLEM
22 THAT WE'RE HAVING, BECAUSE THE OPERATORS ARE -- I
23 BELIEVE THEY'RE NOT DOING WHAT WE'RE ASKING THEM TO DO,
24 THAT THEY HAVE THIS -- "HAVE YOU EVER USED FLORIDA RELAY
25 BEFORE?" IT'S ALWAYS IN THERE NO MATTER WHO CALLS ME.

1 >>BETH SALAK: I GUESS, KEN, I'LL HAVE TO GO
2 BACK TO YOU. IS THERE SOMETHING THAT SUPERSEDES WHAT IS
3 PUT IN WHAT THE CUSTOMER ASKS FOR?

4 >>KEN GOULSTON: THE CUSTOMER HAS THE RIGHT TO
5 REQUEST THE OPERATOR TO SAY WHAT THEY WANT. SOME
6 CUSTOMERS BELIEVE THE OPERATOR HAS CONTROL, BUT WE HAVE
7 TO FIX THAT PROBLEM. THE CUSTOMER HAS CONTROL FROM "A"
8 TO "Z". THEY SHOULD NOT LET THE OPERATOR OVERPOWER
9 THEM.

10 >>BETH SALAK: WHEN WE FIRST STARTED TALKING
11 ABOUT PROTOCOLS EARLIER TODAY, YOU MENTIONED THAT THE
12 STATE CAN TELL YOU WHAT TO SAY, GENERICALLY, AS OPPOSED
13 TO SAYING, "HI, THIS IS FLORIDA RELAY."

14 COULD WE SAY -- CHANGE IT TO SAY, "HI, THIS IS
15 -- FILL IN THE NAME --" CAN WE DO SOMETHING LIKE THAT?

16 >>KEN GOULSTON: WELL, THAT REQUIRES A LOT OF
17 THINGS TO PUT IN THE SYSTEM. IF EACH PERSON CALLS AND
18 WE HAVE TO STATE THEIR NAME, THAT WOULD REQUIRE FORMS TO
19 BE FILLED OUT. FOR EXAMPLE, FOR OTHER STATES, "THIS IS
20 THE WASHINGTON RELAY SERVICE. THE PERSON IS CALLING YOU
21 THROUGH A RELAY SERVICE. PLEASE, GO AHEAD" INSTEAD OF
22 "THIS IS FLORIDA --" INSTEAD OF "THIS IS KEN. GO
23 AHEAD."

24 >>BETH SALAK: SO THAT'S WHAT YOU MEANT WHEN
25 YOU SAID THE STATE COULD CHANGE WHAT WAS --

1 >>KEN GOULSTON: YOU MUST REMIND PEOPLE HOW TO
2 USE THE FLORIDA RELAY SERVICE.

3 >>BETH SALAK: RIGHT. I GUESS WHAT I'M
4 ASKING, WHEN YOU SAID THE STATE CAN CHANGE WHAT IS THE
5 INTRODUCTION, WHAT DID YOU MEAN BY THAT? EXACTLY WHAT
6 KIND OF LATITUDE DOES THE STATE HAVE?

7 >>KEN GOULSTON: WELL, I MEAN SINCE NOW YOU
8 HAVE "THIS IS THE FLORIDA RELAY SERVICE, CA NUMBER BLAH,
9 BLAH, BLAH. GO AHEAD", RIGHT? WE HAVE CHANGED THAT TO
10 MAKE THAT THE MOST BRIEF FOR THE HEARING COMMUNITY AND
11 NOT MAKE THEM THINK IT'S A SOLICITOR.

12 >>BETH SALAK: IN THE OTHER STATES WHAT DO
13 THEY HAVE AS FAR AS AN INTRODUCTION?

14 >>ANDY LANGE: HI. THIS IS ANDY, AND I'M WITH
15 SPRINT. THIS HAS BEEN GOING ON FOREVER, THIS OPENING
16 GREETING OF THE RELAY SERVICE. AND AT THE VERY
17 BEGINNING THEY HAD "THIS IS THE FLORIDA RELAY SERVICE.
18 A DEAF PERSON IS TRYING TO..." -- INTRODUCING YOU
19 THROUGH THE SERVICE -- "AND WHATEVER THEY SAY WILL BE
20 PRINTED ON TEXT. WHATEVER I SAY WILL BE VOICED BACK."

21 AND THEN, A LOT OF PEOPLE DIDN'T WANT TO BE
22 LABELED AS DEAF. SO THEY CHANGED THE WORDING TO SAY,
23 "HELLO. THIS IS THE FLORIDA RELAY SERVICE. A PERSON IS
24 CALLING YOU THROUGH A COMPUTER AND I WILL BE VOICING
25 WHATEVER THAT PERSON TYPES AND I WILL TYPE WHATEVER I

1 HEAR BACK FROM THAT PERSON." AND THEN, THAT WASN'T
2 CLEAR FOR THE USERS, SO THEY CHANGED IT AGAIN. SO THIS
3 TIME IT'S BEEN CHANGED ON AND ON AND ON.

4 AS KEN SAID, THE CONSUMER HAS FULL CONTROL FOR
5 THE CALL. SO YOU'RE SUPPOSED TO BE ABLE TO TELL THE CA
6 "I WANT TO SAY..." DON'T SAY YOUR OPENING GREETING. "I
7 WOULD LIKE YOU TO SAY INSTEAD THIS..." AND TYPE WHATEVER
8 THEY WANT.

9 A LOT OF CONSUMERS DON'T KNOW THAT, AND THE
10 BIG ISSUE THERE IS THEY DON'T REALIZE THAT THEY HAVE
11 CONTROL OF THAT CALL. SO THAT'S WHERE THE EDUCATION
12 COMES INTO THE SYSTEM. A LOT OF PEOPLE GET HUNG UP ON,
13 THEY DON'T KNOW ABOUT THE RELAY AT ALL, AND THAT'S THE
14 NUMBER ONE COMPLAINT, AND THE FCC IS VERY AWARE ABOUT
15 THAT AND THEY'RE WORKING HARD TO ADDRESS THAT ISSUE
16 ALSO.

17 AGAIN, THAT POINT GOES BACK DOWN TO OUTREACH
18 AND EDUCATION AND LETTING PEOPLE KNOW THE RELAY SERVICE
19 EXISTS AND THIS IS WHAT IT'S FOR. "PLEASE DON'T HANG
20 UP" AND "YOU'VE GOT A CALL..." SOME STATES HAVE
21 INITIATED "DON'T HANG UP."

22 AT THE BEGINNING WHERE THE WHOLE STATE WILL
23 SAY WHEN YOU GET A RELAY CALL "DON'T HANG UP." SO IT'S
24 OUTREACH AND EDUCATION AGAIN. NOW WHAT KEN MEANS BY
25 STATE CONTROL IS TRUE. YOU CAN MODIFY IT TO SAY

1 WHATEVER YOU WANT. THAT'S UP TO YOU.

2 REMEMBER, THE RELAY SERVICE HERE IS YOUR
3 PRODUCT, THE FLORIDA PUBLIC SERVICE COMMISSION'S
4 PRODUCT. AND WHATEVER YOU WANT DONE, WE CAN CERTAINLY
5 WORK WITH THAT AND MAKE IT WORK. A LOT OF THE ISSUES
6 THAT YOU HEAR HERE, IT'S NOT NEW.

7 TRUE, IT'S TRUE FOR ALMOST EVERY STATE, ALL 50
8 STATES HAVE THE SAME ISSUES. I'M REALLY SURPRISED ABOUT
9 THE CUSTOMER SERVICE THING. THAT'S A THING THAT KEN AND
10 I WILL DEFINITELY LOOK INTO THAT ISSUE.

11 I'M REALLY SURPRISED ABOUT THAT, BUT ALL OF
12 THE OTHER THINGS, THE PEOPLE HANGING UP, THE CAS ARE
13 RUDE, IT'S HUMAN LABOR. IT'S VERY HUMAN LABOR. IT'S
14 VERY LABOR INTENSIVE. AND WE'RE WORKING HARD ON THOSE
15 ISSUES AND THE FCC IS ALSO ADDRESSING THESE ISSUES.

16 THE CELL PHONE ISSUE IS A HUGE ISSUE RIGHT
17 NOW. THE FCC RIGHT NOW AND NECA HAS FILED COMMENTS AND
18 POSITIONS ON THE CELL PHONE ISSUE SO WE'RE STILL WORKING
19 THROUGH THOSE RIGHT NOW.

20 >>CHRIS WAGNER: I'D LIKE TO ASK A QUESTION
21 ABOUT A LOT OF THE CONCERNS WHERE THE GREETING WAS NOT
22 PERSONAL. SO IS IT POSSIBLE THAT WE COULD CHANGE IT?
23 FOR EXAMPLE, WHEN I USE AN INTERPRETER TO MAKE A PHONE
24 CALL -- YES, I DO, I USE INTERPRETERS. I DON'T USE
25 RELAY ALL THE TIME, NO OFFENSE, BUT I ALWAYS SAY, "HI,

1 THIS IS CHRIS WAGNER. I'M USING AN INTERPRETER..." AND
2 HIS NAME AND WHATEVER AND THEN I MOVE ON.

3 IS IT POSSIBLE THAT WE COULD CHANGE IT TO SAY
4 -- WE WOULD TELL THE OPERATOR TO SAY WHO WE ARE. WE
5 WOULD SAY "THIS IS CHRIS WAGNER USING THE RELAY," AND
6 THEN MOVE FROM THERE. AND THEN, MAKE IT MORE PERSONAL.
7 I THINK THAT WOULD BE MORE APPROPRIATE, IN MY OPINION.
8 I'VE NOT HAD PROBLEMS WHEN I SAY "THIS IS CHRIS WAGNER
9 USING THE RELAY OR USING AN INTERPRETER." THAT MAKES IT
10 MORE PERSONAL.

11 >>ANDY LANGE: AND THAT'S YOUR RIGHT. THAT'S
12 YOUR CALL. YOU TELL THE CA THAT'S WHAT YOU PREFER TO
13 SAY, THEN THEY'RE SUPPOSED TO FOLLOW WHAT YOU ASK. BUT
14 THE VAST MAJORITY OF PEOPLE DON'T KNOW TO DO THAT. THEY
15 HAVE NO IDEA. THEY ASSUME THAT THEY HAVE TO FOLLOW WHAT
16 THE CA SAYS, AND THAT'S NOT TRUE. IT'S JUST THAT PEOPLE
17 DON'T KNOW THAT THEY CAN DO THAT.

18 THE OTHER THING, THERE'S A PROFILE AND THERE'S
19 A BOX THERE WHERE YOU CAN SAY, "I WOULD RATHER SAY
20 THIS." AND IT'S RIGHT ON THE FORM. AND, AGAIN, ONLY
21 1%, IF THAT MUCH, OF THE CONSUMERS ARE USING THE
22 PROFILES. IT'S VERY LOW. AND THAT'S OUTREACH AND
23 EDUCATION.

24 >>CHRIS WAGNER: ONE MORE QUESTION. HOW IS
25 THAT MEASURED? THAT'S MEASURED BY YOUR PHONE NUMBER,

1 RIGHT? THAT'S A PROBLEM. I CAN UNDERSTAND WHY, BECAUSE
2 I USE OTHER PHONES, AND THEY DON'T HAVE MY PROFILE.

3 FOR EXAMPLE, I HAVE A PROFILE AT HOME, BUT NOT
4 IN MY OFFICE. AND YOU CAN'T GET IT FROM MY OFFICE,
5 BECAUSE I HAVE A PBX, BUT I HAVE, WHAT, 8 OR 10
6 DIFFERENT PHONE NUMBERS, SO I THINK THAT'S A PROBLEM.

7 WE NEED TO THINK ABOUT ALL OF THE NUMBERS
8 WHERE YOU PROBABLY WILL BE USING THE RELAY, SO THAT
9 MEANS I HAVE TO USE MY MOTHER'S PHONE NUMBER, IF I'M
10 THERE. OR I HAVE TO USE EVERY NUMBER THAT I'M GOING TO
11 USE, AND THAT'S EDUCATION.

12 >>KEN GOULSTON: ONCE A PERSON HAS FILLED OUT
13 A PROFILE, THEN I CAN GO TO A POSSIBLE HOTEL OR FRIEND'S
14 PHONE NUMBER, AND THEY CANNOT AUTOMATICALLY READ MY
15 NAME, AND THEY ONLY SEE THAT -- THEY ONLY SEE THE PHONE
16 NUMBER WHERE IT'S COMING FROM.

17 >>ANDY LANGE: THE PROFILE IS CONNECTED TO THE
18 AUTOMATIC NUMBER IDENTIFICATION CALLED ANI. SO WHEN I
19 SHOW UP, THE PROFILE IS RIGHT THERE. IT COMES RIGHT ON
20 THE SCREEN. IT'S RIGHT THERE. BUT IF YOU'RE USING A
21 DIFFERENT PHONE, THEN YOUR PROFILE IS NOT GOING TO SHOW
22 UP.

23 >>JERRY CONNER: WHAT ARE THE OPENING LINES
24 USED IN SOME OF THE OTHER STATES? AND I'M ONLY ASKING,
25 BECAUSE THE QUESTION THAT I'M RAISING IS MY

1 BROTHER-IN-LAW LIVES IN ARIZONA, AND ANYTIME HE CALLS ME
2 AND I ANSWER, THE OPENING LINE IS ALWAYS, "HI, JERRY.
3 THIS IS DAVE." AND IF I'M NOT THE ONE THAT ANSWERS THE
4 PHONE THEY SAY, SORRY, IT'S NOT JERRY OR WHATEVER.

5 BUT THEN WHEN HE CAME TO FLORIDA FOR A VISIT
6 AND MADE A CALL, WHAT I GOT WAS "THIS IS THE FLORIDA
7 RELAY CALLING. HAVE YOU USED FLORIDA RELAY BEFORE?" SO
8 CLEARLY, HE KNOWS HOW TO TELL THEM WHAT TO DO, BECAUSE
9 WHEN HE GOT HOME I SAID, "WHY DO YOU GO THROUGH THAT
10 PROCESS?" HE SAID, "I TOLD THEM DON'T USE THAT, JUST
11 TELL HIM DAVE IS CALLING." AND SO, THAT'S -- IT'S NOT
12 HAPPENING, I THINK, AT THE CENTER.

13 >>ANDY LANGE: I'LL FOLLOW UP ON THAT AND MAKE
14 SURE. I'VE PUT DOWN A LOT OF NOTES THAT I NEED TO
15 FOLLOW UP ON AND KEN WILL FOLLOW UP ON.

16 >>JAMES FORSTALL: WOULD IT BE POSSIBLE IF
17 SPRINT CAN MODIFY THE PROFILE TO INCLUDE SOME
18 INFORMATION TO TALK ABOUT HERE? I HAVE A COPY OF IT
19 HERE. IT MIGHT BE HELPFUL, IF WE MODIFY IT TO MAKE IT
20 MORE USER-FRIENDLY.

21 >>ANDY LANGE: I WOULD LIKE TO MENTION BRIEFLY
22 THAT THE PROFILE ISSUE FOR THE WHOLE THING IS ALSO A
23 CONCERN FOR THE FCC. THEY'RE LOOKING AT THAT, TOO.
24 SOME PROFILES ARE TOO COMPLICATED. IT TAKES TOO LONG TO
25 FILL IT OUT, SO THE FCC IS RECEIVING A LOT OF COMMENTS

1 ABOUT PROFILES THEMSELVES, SO THAT WILL PROBABLY CHANGE
2 COMING DOWN THE PIPE. SO THERE'S BEEN A LOT OF CONCERN
3 ABOUT THAT, TOO.

4 >>SPEAKER: I HAD ONE THING TO ADD. I WAS
5 WONDERING ABOUT THE SPRINT ADVERTISEMENT ON TV. I SAW
6 THAT IT SAID SPRINT, SPRINT, SPRINT, I KEEP SAYING THE
7 NAME. CAN YOU ASK SPRINT TO MAYBE ADD SOMETHING ABOUT
8 HOW TO MAKE A RELAY CALL, AND THEN HEARING PEOPLE WILL
9 BE MORE EXPOSED ON THAT.

10 >>ANDY LANGE: THE ONLY PROBLEM WITH THAT IS
11 THAT MOST PEOPLE DON'T LOOK AT IT. THERE'S ONLY 15
12 SECONDS. THE ISSUE HERE ALSO IS THAT FTRI IS
13 RESPONSIBLE FOR EDUCATION AND OUTREACH, SO.

14 >> I THINK, IT'S SPRINT'S RESPONSIBILITY AND
15 NOT FTRI.

16 >>ANDY LANGE: IT'S A LAW. IT'S A LAW.

17 >>BETH SALAK: I HAVE A QUESTION FOR JAMES.
18 JAMES, IT SEEMS LIKE -- DID YOU DO A PIECE IN YOUR FTRI
19 NEWSLETTER ON PROTOCOLS?

20 >>JAMES FORSTALL: IN OUR NEWSLETTER THAT WENT
21 OUT IN THE SUMMER OF 2000 WE HAD AN ARTICLE ABOUT THAT,
22 PLUS WE HAD A COPY OF THE PROFILE.

23 >>BETH SALAK: RIGHT.

24 >>JAMES FORSTALL: BUT THIS IS BY SPRINT IN
25 1998.

1 >>SPEAKER: WE CAN LOOK AT THAT.

2 >>SPEAKER: DO YOU HAVE TO WAIT FOR FCC TO
3 APPROVE THAT OR IS THAT SPRINT'S POSITION?

4 >>ANDY LANGE: ACTUALLY, IT'S MORE OF THE
5 PSC'S DECISION.

6 >>BETH SALAK: WE'LL LOOK AT IT SOON. CAN I
7 ASK, DO YOU THINK IT WOULD BE TIME TO REPEAT YOUR
8 ARTICLE AND YOUR NEWSLETTER ABOUT PROTOCOLS AGAIN?
9 LET'S WORK ON IT, SEE IF WE CAN MAKE IT MORE
10 USER-FRIENDLY AND THEN REPEAT IT IN THE NEWSLETTER, GET
11 MORE NEWS OUT OF THE PROTOCOLS.

12 >>JAMES FORSTALL: THE NEXT SCHEDULED
13 NEWSLETTER IS FOR SUMMER OF 2003; HOWEVER, WE'RE
14 PLANNING ON ATTENDING A CONFERENCE AND DOING A SPECIFIC
15 WORKSHOP ON PROFILE AND HOW TO FILL IT OUT.

16 >>BETH SALAK: AND WHEN IS THAT?

17 >>JAMES FORSTALL: IN JUNE 2003.

18 >>BETH SALAK: OKAY.

19 >>JAMES FORSTALL: HOWEVER, WE ALSO HAVE A
20 COPY OF THE PROFILE ON OUR WEB SITE. IF YOU CAN MODIFY
21 THAT WE'LL ADD IT TO THE WEB SITE. IT'S AVAILABLE ON
22 THE FTRI WEB SITE RIGHT NOW.

23 >>ANDY LANGE: I DO WANT TO CAUTION YOU ABOUT
24 PROFILE USAGE, VERY LOW.

25 >>BETH SALAK: YOU SAID 1%?

1 >>ANDY LANGE: PROBABLY LESS THAN 1%. ABOUT
2 1%. EVEN IN CALIFORNIA WHERE THEY HAVE ADVERTISING,
3 STILL LESS THAN 1%.

4 >>BETH SALAK: WHAT ARE YOU ATTRIBUTING THAT
5 TO? WHY DO YOU THINK THAT IS?

6 >>ANDY LANGE: WELL, IT'S TOO COMPLICATED, TOO
7 LONG, PEOPLE DON'T WANT TO SIT THERE AND FILL IT OUT, SO
8 THEY JUST DON'T BOTHER. AND OTHER PEOPLE SWITCHING
9 DIFFERENT PHONES, IT BECOMES USELESS, BECAUSE THEY MOVE
10 AROUND.

11 >>KEN GOULSTON: ALSO, MOST PEOPLE DON'T
12 BOTHER TO SWITCH WHEN THEY CHANGE THEIR CALLING PLANS,
13 THEIR LONG DISTANCE PLAN. THEY DON'T CALL IN AND CHANGE
14 IT ON THEIR FORM. 100% OF THE PEOPLE AREN'T GOING TO
15 HAVE THE SAME CALLING PLAN.

16 >>ANDY LANGE: I DO WANT TO MENTION I'M REALLY
17 SORRY ABOUT THE CUSTOMER SERVICE ISSUES. KEN AND I WILL
18 DEFINITELY FOLLOW-UP ON THAT, DEFINITELY LOOK AT IT.

19 >>BETH SALAK: OKAY, GREAT. ANYBODY ELSE HAVE
20 A COMMENT TO MAKE RIGHT NOW? I THINK, WE'RE GOING TO
21 BREAK FOR LUNCH UNTIL 1:30.

22 OFFICIALLY -- WE'RE GOING TO COME BACK AND
23 SPRINT'S GOING TO HAVE SOME DEMONSTRATION SET UP AND
24 THEN WE'RE GOING TO TAKE ANY COMMENTS FROM THE PUBLIC OR
25 ANYMORE ACCOMMODATIONS.

1 >>JERRY CONNER: MY QUESTION IS DO WE NEED TO
2 MAKE FORMAL RECOMMENDATIONS TO APPOINT A SUBCOMMITTEE TO
3 LOOK AT SOME OF THE ISSUES FOR RELAY SERVICE THAT HAVE
4 BEEN COMING RELATED TO THE POSITION PAPER WE'RE GOING TO
5 BE ISSUING IN FLASH'S COMMENT OR IS THAT SOMETHING WE
6 DON'T NEED TO TAKE A FORMAL POSITION ON?

7 >>BETH SALAK: I DON'T THINK YOU NEED TO TAKE
8 A FORMAL POSITION ON IT TODAY. I'D LIKE TO SEE THAT
9 PAPER; I, PERSONALLY. AND I CAN ASSURE YOU WE WILL WORK
10 ON IT AFTER WE GET IT AND SEE WHAT WE CAN DO. PROBABLY
11 WE'LL BE DISCUSSING IT AT THE NEXT MEETING, TOO.

12 WE DO NEED TO SET UP SOME DATES FOR THAT NEXT
13 MEETING WHEN WE ALL THINK IT MIGHT BE. WE'VE BEEN
14 SETTING THEM UP ABOUT SIX MONTHS APART, BUT MAYBE
15 BECAUSE OF YOUR PAPER WE NEED TO MAKE IT A LITTLE
16 EARLIER. MY CALENDAR STARTS IN MARCH OF NEXT YEAR.

17 >>SUSAN HOWARD: SHE HAS ONE.

18 >>BETH SALAK: BUT LAURA'S IS A FOUR-YEAR. IF
19 YOUR PAPER COMES OUT IN NOVEMBER, I'M THINKING, IF WE
20 HAD A MEETING IN EARLY FEBRUARY, THAT WOULD GIVE US TIME
21 TO REVIEW THE PAPER.

22 I'M SURE WE'LL HAVE QUESTIONS OF SPRINT AFTER
23 IT COMES OUT AND THEN HAVE THE ADVISORY COMMITTEE
24 MEETING IN FEBRUARY SO THAT WE CAN TAKE A LOOK AT THOSE
25 ISSUES THAT YOU BRING UP.

1 OUR CALENDAR RIGHT NOW FOR US WE COULD
2 PROBABLY DO IT ON FEBRUARY 6th, WHICH IS A THURSDAY,
3 FEBRUARY 7th, WHICH IS A FRIDAY OR FEBRUARY 10th OR 11th
4 OR VALENTINE'S DAY ON THE 14th.

5 >>JERRY CONNER: ONLY IF YOU BRING IN A BOX OF
6 CHOCOLATE.

7 >>BETH SALAK: I CAN BRING THAT ANY OF THOSE
8 DATES. I DON'T KNOW IF ANYBODY HAS A PREFERENCE OR DO
9 YOU LIKE MONDAY MEETINGS, BECAUSE THAT WOULD BE THE
10 10th.

11 >>JERRY CONNER: ARE WE GOING TO BE DOING IT
12 IN TALLAHASSEE OR -- THE SESSION HAS NOT STARTED YET,
13 HAS IT?

14 >>BETH SALAK: THAT'S A GOOD POINT. THE
15 SESSION BEGINS MARCH 4th. WE'LL BE HAVING COMMITTEE
16 MEETINGS THEN, THOUGH, BUT THE SESSIONS WON'T BEGIN
17 UNTIL MARCH 4th.

18 >>JERRY CONNER: SO THIS WOULD BE IN
19 TALLAHASSEE, NOT ONE OF OUR MEETINGS OUT IN THE --

20 >>BETH SALAK: I'M GUESSING THAT WON'T BE IN
21 TALLAHASSEE UNTIL THE 10th. DO YOU WANT TO TRY THE
22 10th, FEBRUARY 10th?

23 >>JERRY CONNER: THAT'S FINE ON MY CALENDAR.

24 >>BETH SALAK: YOU BRING UP ANOTHER POINT
25 ABOUT OUR SITES. WE'RE TRYING THIS MEETING TODAY AS A

1 TRIAL TO SEE HOW THIS WOULD GO OUT OF TOWN AND, OF
2 COURSE, I'LL HAVE TO GO BACK AND LOOK AND SEE EXACTLY
3 HOW MUCH IT COST WHICH, OF COURSE, IS -- JUST BECAUSE WE
4 HAVE SO MUCH OF A BUDGET FOR THESE MEETINGS, BUT IF
5 EVERYTHING GOES WELL WHERE WOULD YOU LIKE THE NEXT
6 MEETING TO BE HELD THAT'S OUT OF TOWN?

7 >>CHRIS WAGNER: I WANT TO POINT OUT
8 [INAUDIBLE]

9 >>BETH SALAK: I HAVE ANOTHER FELLOW BOARD
10 MEMBER WHO BROUGHT THAT TO MY ATTENTION AND THEN I HAD
11 CONFERRED THROUGH OTHERS THAT THAT'S THE CASE, AND SO I
12 HAVE ALREADY DISCUSSED IT WITH THEM IN TALLAHASSEE THAT
13 I WANTED INTERPRETERS, AND SO THAT HAS BEEN ADDRESSED.
14 I DON'T THINK WE'LL SEE THE SAME INTERPRETERS AGAIN, BUT
15 THAT WAS MY UNDERSTANDING.

16 >>CHRIS WAGNER: OKAY. THANK YOU.

17 >>BETH SALAK: THAT WAS MY UNDERSTANDING
18 ANYWAY, BUT I WILL NOTE THAT SOMEONE ELSE HAS COMPLAINED
19 ABOUT THEM, TOO. THAT'S ACTUALLY GOOD THAT YOU SAID
20 THAT, BECAUSE IT VALIDATES AND I CAN SAY, OH, LOOK, I
21 HAD ANOTHER COMPLAINT. I APPRECIATE YOU BRINGING THAT
22 UP, BECAUSE THAT'S THE ONLY THING THAT CONVINCED THEM
23 THAT THAT WAS THE CASE SO THANK YOU, CHRIS. WE WILL
24 LOOK INTO THAT. WE WILL NOT HAVE THE SAME INTERPRETERS.

25 ALL RIGHTY. I WAS WONDERING ABOUT A SITE.

1 WHEN THE NEXT TIME, SAY, IF ALL GOES WELL, WHERE YOU
2 WOULD LIKE TO HAVE THE MEETING? THIS TIME SINCE WE CAME
3 TO THE TAMPA AREA -- I WANT TO MOVE AROUND THE STATE.

4 WHERE WOULD THE NEXT ONE BE?

5 >>JERRY CONNER: I HEAR THERE'S A VERY LARGE,
6 VERY ACTIVE COMMUNITY IN THE WEST PALM BEACH AREA.

7 >>BETH SALAK: WEST PALM?

8 >>JERRY CONNER: THEY'RE A LITTLE MORE RAUCOUS
9 THAN WE ARE ON THE EAST COAST, BUT...

10 >>BETH SALAK: TRYING TO SCARE ME?

11 [LAUGHTER]

12 >>BETH SALAK: JAMES?

13 >>JAMES FORSTALL: I WONDER IF IT'S POSSIBLE
14 TO HAVE A TASA MEETING AND THEN MAYBE HAVE A TOUR OF THE
15 RELAY CENTER WHILE IN THE AREA. I THINK THAT MIGHT BE
16 HELPFUL FOR PEOPLE TO GET A BETTER UNDERSTANDING OF HOW
17 THE RELAY CENTER WORKS.

18 >>BETH SALAK: THAT WOULD BE IN THE MIAMI
19 AREA. YOU'D LIKE TO SEE ONE THERE, TOO? ANY OTHER
20 PARTS OF THE STATE THAT YOU KNOW FOR SURE YOU WANT TO GO
21 TO? PART OF IT WILL BE PREDICATED ON WHAT KIND OF
22 FACILITY WE CAN GET AND THE PRICE WE CAN GET.

23 TODAY IT WAS WONDERFUL. IT WAS FREE AND
24 WORKED OUT WELL, BUT IN SOME OTHER AREAS WE WON'T BE AS
25 LUCKY. I KNOW THAT IN ORLANDO THEY HAVE A FREE

1 FACILITY, BUT I DON'T KNOW ABOUT WEST PALM OR MIAMI.

2 ANY OTHER PLACES YOU WANTED TO GO OR THINK WE SHOULD GO?

3 >>SPEAKER: HERE.

4 >>BETH SALAK: BACK HERE AGAIN?

5 >>SPEAKER: IF WE HAD IT HERE -- A LOT OF
6 PEOPLE DIDN'T KNOW THIS MEETING WAS HAPPENING. IF WE
7 HAD ANOTHER ONE HERE, WE COULD GET THE WORD OUT.

8 >>BETH SALAK: OKAY. THAT'S SOMETHING TO PLAN
9 FROM. BUT THE FEBRUARY 10th, I'M THINKING WE'LL DO IT
10 IN TALLAHASSEE, AND THEN WE'LL SET UP THE MEETING FOR
11 THE NEXT DATE AFTER THAT, AND THAT ONE WILL BE OUT OF
12 TOWN, HOPEFULLY.

13 I WANTED TO MENTION AGAIN TO YOU TO TAKE A
14 LOOK AT OUR WEB SITE, SEE WHAT THINGS YOU WANT ADDED TO
15 THAT. I'VE ASKED EVERYONE TO DO THAT. YOU KNOW,
16 THERE'S THE COMMISSION WEB SITE.

17 AND FOR THOSE WHO AREN'T AWARE, YOU CAN FILE A
18 COMPLAINT AGAINST ANY OF YOUR TELEPHONE PROVIDERS, BUT
19 IN PARTICULAR AGAINST RELAY ON OUR WEB SITE, AND THAT
20 COMPLAINT WILL GET ROUTED TO ME OR RICK MOSES, ANOTHER
21 GENTLEMAN WHO WORKS ON RELAY. THAT'S ANOTHER WAY YOU
22 CAN GET THE WORD OUT THAT THINGS AREN'T QUITE RIGHT. WE
23 HAVE A WEB SITE THAT'S SPECIFICALLY GEARED TOWARDS
24 RELAY.

25 ANY OTHER INFORMATION -- PLEASE TAKE A LOOK AT

1 IT, SEE IF THERE'S ANY OTHER INFORMATION THAT YOU WANT
2 ON IT. THE BROCHURES OVER THERE INDICATE WHAT OUR WEB
3 SITE IS. AND SO, WE WOULD APPRECIATE INPUT ON IT, SO I
4 WANTED TO BE SURE TO MENTION THAT.

5 AND I WANTED TO MENTION JUST BRIEFLY, BECAUSE
6 I MENTIONED EARLIER I WAS TELLING YOU EVERYTHING THAT
7 WAS HAPPENING AT THE COMMISSION ASSOCIATED WITH RELAY,
8 AND I JUST WANTED TO MENTION SINCE THIS ADVISORY BOARD
9 DOES HAVE SOME RESPONSIBILITIES OVER FTRI, THAT WE HAVE
10 INITIATED AN AUDIT.

11 IT'S BEING DONE BY MANAGEMENT SERVICES GROUP.
12 THEY ACTUALLY REPORT TO ME, BUT I HAVE BEEN VERY
13 HANDS-OFF WITH IT, BECAUSE I WANT THEM TO GIVE A TOTALLY
14 INDEPENDENT VIEW, SO THOSE RESULTS WILL BE COMING OUT IN
15 THE NEXT FEW MONTHS.

16 I ALSO WANTED TO MENTION THAT WE HAVE QUALITY
17 OF SERVICE GROUP AT THE COMMISSION. AND WE HAVE HAD
18 THEM LOOKING SPECIFICALLY INTO SOME OF THESE COMPLAINTS
19 WE'VE BEEN HEARING ABOUT THE ACCESS, ABOUT THE RUDENESS,
20 AND SOME OTHER ITEMS. I THINK AFTER TODAY'S MEETING
21 PROBABLY BE ADDING A FEW MORE ADDITIONAL ITEMS TO THE
22 QUALITY OF SERVICE PROGRAMS, THINGS THAT WE'RE LOOKING
23 AT.

24 TO DATE, OUR FIGURES ARE -- DON'T SHOW A HIGH
25 PERCENTAGE OF COMPLAINTS IN THOSE -- I MEAN, CALLS THAT

1 HAVE A LOT OF RUDE OPERATORS AND A LOT OF ACCENT
2 PROBLEMS OR ANYTHING LIKE THAT.

3 HOWEVER, WE'RE GOING TO CHANGE HOW WE'RE DOING
4 THE TESTING A LITTLE BIT AND VARY OUR PATTERNS TO SEE IF
5 THAT HAS ANYTHING TO DO WITH IT. BUT WE HAVEN'T --
6 THAT'S WHY I WAS ASKING YOU ABOUT PERCENTAGES TO SEE HOW
7 MANY CALLS ARE ADEQUATELY DONE. SO FAR, LIKE I SAID,
8 OUR PERCENTAGES AREN'T COMING IN HIGH, BUT WE ARE GOING
9 TO WORK ON METHODOLOGY, JUST TO LET YOU KNOW WHAT WE'RE
10 DOING.

11 >>JERRY CONNER: ARE WE GOING TO SEE THE DRAFT
12 OF THE MANAGEMENT STUDY?

13 >>BETH SALAK: NO, AS A DRAFT, NO. THE AUDIT
14 THAT'S BEING DONE IS BEING DONE BY AN INDEPENDENT GROUP,
15 AND THEY WON'T -- THEY HAVE DONE INTERVIEWS AND THEY'VE
16 DONE OTHER WORK ASSOCIATED WITH IT AND THEN THEY'LL
17 FORMULATE IDEAS, SUGGESTIONS, GOOD THINGS, AGAIN
18 SUGGESTIONS.

19 THE STUDY WILL COME OUT. IT DOES NOT HAVE --
20 WELL, IT DOESN'T HAVE ANY -- I DON'T KNOW HOW TO PHRASE
21 IT. IT'S AN OPINION OF THIS GROUP, AND IT DOESN'T HAVE
22 ANY ENFORCEMENT ABILITY OR ANYTHING LIKE THAT. IT'S AN
23 OPINION OF THAT GROUP, AND IT'S MEANT AS -- AUDITS IN
24 THE PAST HAVE ALWAYS BEEN DONE AS KIND OF A CONSULTATIVE
25 THING.

1 HOW DO I EXPLAIN THE GROUP? IT'S NOT MEANT TO
2 BE ADVERSARIAL AT ALL. THAT'S WHAT I'M TRYING TO SAY,
3 NOT ADVERSARIAL. IT'S JUST TO GO IN AND SAY, HEY, WE
4 THOUGHT OF THIS; HEY, WE THOUGHT OF THAT, AND THAT'S
5 EXACTLY WHAT'S BEING DONE. THEY'LL COME OUT WITH SOME
6 OPINIONS, YES.

7 >>JERRY CONNER: THERE'S NO COMPELLING THING
8 THAT MAKES YOU HAVE TO ENFORCE THEM OR IMPLEMENT THEM,
9 IT'S JUST --

10 >>BETH SALAK: RIGHT. THAT'S WHAT I MEAN BY
11 DOESN'T HAVE ANY ENFORCEMENT ABILITY. IT'S STRICTLY
12 SOME IDEAS. NOT TO SAY WE CAN'T PICK UP ON THEM, BUT
13 SOME IDEAS THAT WILL BE OUT THERE. I JUST WANTED TO
14 MAKE YOU AWARE OF IT.

15 >>JERRY CONNER: AND THEN, WILL THAT BE
16 SOMETHING ON OUR AGENDA FOR US TO DISCUSS THE RESULTS OF
17 THAT?

18 >>BETH SALAK: I DON'T KNOW. I CAN CERTAINLY
19 PUT IT ON THERE.

20 >>JERRY CONNER: I WOULD THINK THAT WOULD BE
21 WISE, AT LEAST FOR US TO MAKE CERTAIN WE GO THROUGH IT,
22 READ IT, AND UNDERSTAND SINCE WE'RE SUPPOSED TO BE A
23 COMMITTEE TO ADVISE THEM OF THAT.

24 >>BETH SALAK: AND THE OTHER THING THAT I HAVE
25 FAILED TO DO THESE LAST COUPLE OF YEARS IS THAT WE'VE

1 BEEN FILING THE FTRI REPORT WITH THE LEGISLATURE. AND I
2 HAVE NOT PUT A DRAFT BY -- RUN A DRAFT BY THE COMMITTEE.

3 THIS YEAR OUR PLAN IS TO SEND YOU A DRAFT,
4 WHICH IS UNUSUAL FOR THE COMMISSION, BECAUSE WE DON'T
5 SEND DRAFTS OF ANYTHING OUT. BUT I WOULD AT LEAST LIKE
6 TO SEND YOU A DRAFT AND GET YOUR INPUT ON IT BEFORE WE
7 TAKE IT TO THE COMMISSION AND GET IT VOTED ON AND SENT
8 TO THE LEGISLATURE. AND I FAILED TO DO THAT LAST YEAR,
9 SO YOU'LL BE SEEING THAT ALSO BEFORE OUR NEXT MEETING,
10 BECAUSE THAT IS DUE IN THE DECEMBER TIME FRAME.

11 >>JERRY CONNER: I GUESS, I HAVE SOME -- I'M
12 LOOKING AT THE FTRI BUDGET, FOR EXAMPLE.

13 >>BETH SALAK: YES.

14 >>JERRY CONNER: I HAVE SOME QUESTIONS. IS
15 THAT SOMETHING I SHOULD JUST TALK TO JAMES DIRECTLY
16 ABOUT OR IS THAT SOMETHING WE OUGHT TO BE DISCUSSING OR
17 IS THIS A FAIT ACCOMPLI PUT FORTH?

18 >>BETH SALAK: THAT ONE'S BEEN VOTED ON, BUT I
19 WILL TELL YOU THAT, YOU KNOW, WE GET A FILING FROM FTRI
20 WHERE THEY GIVE US A PROPOSED BUDGET AND THAT WOULD
21 PROBABLY BE THE TIME.

22 IF YOU SEE SOMETHING IN THIS BUDGET THEN YOU
23 CAN CERTAINLY MENTION IT TO ME, BUT WE HAVE A SHORT
24 TURNAROUND. WE GIVE IT TO BUDGET AND THEN HAVE TO BE ON
25 AGENDA DURING A CERTAIN AMOUNT OF TIME. IF YOU HAVE AN

1 ISSUE, IT WOULD BE WISE TO RAISE IT ONGOING AS OPPOSED
2 TO WHEN WE HAVE THE PROPOSAL AND HAVE TO FIT IT INTO AN
3 AGENDA.

4 >>JERRY CONNER: I THINK WE'VE EXPRESSED
5 BEFORE SOME OF OUR CONCERNS ABOUT THE OUTREACH AND, YOU
6 KNOW, NOT ALL OF THE BUDGET, BUT WHERE SOME OF THE
7 DOLLARS ARE TARGETED AND HOW WE MIGHT BETTER UTILIZE
8 THOSE DOLLARS OR GET THE OUTREACH.

9 >>BETH SALAK: ON OUTREACH? WE CAN CERTAINLY
10 ADD OUTREACH BACK TO THE NEXT MEETING AGAIN. IF YOU
11 HAVE ANY IDEAS YOU WANT TO SHARE TODAY ABOUT OUTREACH WE
12 CAN OPEN THE MEETING BACK UP AND DISCUSS IT.

13 >>JERRY CONNER: I JUST NOTICED THAT THE
14 AMOUNT THAT WAS BUDGETED AND THE AMOUNT THAT'S ACTUALLY
15 GOING TO BE SPENT, THERE'S RATHER A LARGE AMOUNT THAT
16 DIDN'T GET SPENT, AND I DO KNOW ONE OF THE COMPLAINTS WE
17 HEAR ALL THE TIME IS PEOPLE APPLYING FOR OUTREACH, THE
18 DISTRIBUTION CENTERS TO GO OUT, MANY OF THEM HAVE BEEN
19 TURNED DOWN BECAUSE THERE WASN'T ENOUGH MONEY IN THE
20 BUDGET. IT'S DISCONCERTING TO LOOK AT THE BUDGET AND
21 SEE THERE WAS MONEY THERE. WHY DID THESE OUTREACHES NOT
22 GET APPROVED?

23 >>BETH SALAK: ARE YOU TALKING ABOUT MONEY
24 THAT WOULD BE UNDER CONTRACT WITH THE DISTRIBUTION
25 CENTERS FOR SERVICES THAT THEY'RE PROVIDING ALREADY? I

1 THINK THAT WOULD MAYBE FALL UNDER A DIFFERENT CATEGORY.

2 >>JERRY CONNER: IN THE OUTREACH EXPENSE
3 CATEGORY, WHICH IS ON THE FIRST PAGE, \$901,000 WAS
4 BUDGETED AND THEY'RE PROJECTING THAT THE BEST FOR THE
5 ACTUAL NUMBER WAS A POINT OF SERIOUS CONTENTION AMONG
6 THE DISTRIBUTION CENTERS TO SAY WE CAN DO -- WE'RE THE
7 BEST OUTREACH TOOL THAT YOU CAN USE, BECAUSE WE'RE OUT
8 IN THE COMMUNITY.

9 AND I NOTICED THAT THERE'S MONEY BUDGETED
10 AGAIN THE NEXT GO ROUND IN EXCESS OF 900 AND SOME
11 THOUSAND DOLLARS, BUT WE'VE BEEN TOLD THERE'S LESS MONEY
12 AVAILABLE FOR US TO USE AS OUTREACH. AND I'M CONCERNED
13 IF A COUPLE HUNDRED THOUSAND DOLLARS DOES NOT MEET EACH
14 TIME, HOW COME?

15 >>BETH SALAK: WE'LL ADD OUTREACH ON OUR NEXT
16 AGENDA.

17 >>JERRY CONNER: GREAT.

18 >>BETH SALAK: I WILL ADD YOU'LL NOTICE
19 THEY'RE IN DIFFERENT CATEGORIES AND MONIES CANNOT BE
20 MOVED BACK AND FORTH BETWEEN THE CATEGORIES. SO
21 OUTREACH IS, IN MY MIND, MORE THE ARTWORK THAN THE
22 BUSINESS PROGRAMS AND THE VIDEOS AND THE PAMPHLETS AND
23 SOME OF THAT WORK AS OPPOSED TO THE DISTRIBUTION
24 CENTERS, PER SE. IT MAY BE A DEFINITIONAL ISSUE.

25 >>JERRY CONNER: ALL RIGHT.

1 >>BETH SALAK: WHERE THE MONEY MAY NOT HAVE
2 BEEN IN USE IN THIS CATEGORY, BECAUSE IT COULDN'T BE
3 USED IN THAT CATEGORY, WITHOUT JUMPING THROUGH QUITE A
4 FEW HOOPS.

5 >>JERRY CONNER: THANK YOU.

6 >>BETH SALAK: ALL RIGHTY. ANYTHING ELSE THAT
7 YOU CAN THINK OF THAT YOU WANT AS A TOPIC ON THE
8 MEETING? SO WE'LL DO OUTREACH. WE'RE GOING TO DO YOUR
9 SUGGESTIONS FOR SURE, AND SO WE HAD THOSE TWO TOPICS
10 ALREADY.

11 JUST WANT TO MENTION FOR YOUR TRAVEL, BE SURE
12 TO SEND IT IN FOR SUSAN AND SHE'LL GET IT PROCESSED FOR
13 YOU, AS USUAL. SO THAT WOULD BE GREAT. AND THEN, I'LL
14 SEE YOU -- YOU ALL GOING TO STAY FOR THE 1:30 MEETING OR
15 THE DEMONSTRATIONS? SEE YOU AT 1:30, THEN. THANKS.

16 (THE MEETING CONCLUDED AT 12:41 P.M.)

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1 STATE OF FLORIDA)

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3 COUNTY OF HILLSBOROUGH)

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7 I, KORETTA E. FLEMING, RPR, do hereby certify

8 that the foregoing proceeding was heard by the Staff of

9 the Florida Public Service Commission at the time and

10 place herein stated.

11

12 It is further certified that I

13 stenographically reported the said proceedings, the same

14 has been transcribed under my direct supervision; and

15 that this transcript, consisting of 94 pages constitutes

16 a true transcription of my notes of said proceedings.

17

18 DATED THIS 21ST DAY OF OCTOBER, 2002.

19

20 Koretta E. Fleming

21 KORETTA E. FLEMING, RPR

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