State of Florida



DIRECTOR,

DATE:

TO:

Hublic Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FLORIDA 32399-0850 -M-E-M-O-R-A-N-D-U-I JANUARY 8, 2004 DIVISION OF THE COMMISSION CLERK ADMINISTRATIVE SERVICES (BAYÓ)

- DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT FROM: (TRAPP CASEY MOSES OFFICE OF THE GENERAL COUNSEL (ROJAS) AK
- DOCKET NO. 991222-TP - REQUEST FOR SUBMISSION RE: OF PROPOSALS FOR RELAY SERVICE, BEGINNING IN JUNE 2000, FOR THE HEARING AND SPEECH IMPAIRED, AND OTHER IMPLEMENTATION MATTERS IN COMPLIANCE WITH THE FLORIDA TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991.
- AGENDA: 01/20/04 REGULAR AGENDA ISSUE 3 IS PROPOSED AGENCY ACTION - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: ANTICIPATE THE NEED FOR SIGN LANGUAGE INTERPRETERS AND ASSISTIVE LISTENING DEVICES. PLACE NEAR THE BEGINNING OF THE AGENDA OR AT A TIME CERTAIN TO REDUCE INTERPRETER COSTS.

FILE NAME AND LOCATION: S:\PSC\CMP\WP\991222.RCM

#### CASE BACKGROUND

The Telecommunications Access System Act of 1991 (TASA) became effective May 24, 1991, and is found in Part II, Chapter 427, Florida Statutes. TASA provides funding for the distribution of specialized telecommunications devices and provision of intrastate relay service through the imposition of a surcharge of up to \$.25 per access line per month. Accounts with over 25 lines are billed for only 25 lines.

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Issue 1 of this recommendation addresses the appointment of three new TASA Advisory Committee Members.

Issue 2 of this recommendation addresses a new service The service is called Captel which allows offering by Sprint. persons, that use the voice carry-over method of communicating, the ability to make calls without the use of a relay operator. Voice carry-over is a service whereby the hearing impaired person uses his own voice to speak and is able to receive the message from the other person on the call via a teletype machine. The Captel service uses a telephone that has a screen which displays the communications from the person on the other end of the call; thus eliminating the need for a relay operator's intervention. The Captel service uses an operator that is transparent to the users. The hearing impaired person sees the text on the telephone screen which is transmitted via an operator that revoices what is heard from the other person on the call. Through computer voice recognition software, the operator's speech is turned into text and displayed on the Captel phone. The hearing impaired person will receive the other person's voice on the telephone, but for words that cannot be distinguished he can then look at the text screen on the phone to view the words.

A person calling the Captel user must first dial an access code to reach the Captel operator. The operator then completes the call and voices the conversation from the caller to the caption screen on the Captel phone. All Captel phones have the ability to have 2-line VCO capability. By installing a second line to the Captel phone, at the user's expense, the phone can be programmed to receive a call directly and will automatically call the Captel operator for completion of the captioning function. Using this method of operation, the service functions in a manner similar to a traditional telephone call between two hearing persons.

Sprint trialed the Captel service in eight states, including Florida, and with the federal government. Sprint has either contracted or has pending contracts with twelve states. The federal government has required Captel as a TRS product and will announce the contract award early 2004.

The customer satisfaction results of the Florida trial are favorable. The average words per minute voiced by the Captel operator is 165 wpm with an accuracy of 98.68%. The average usage

by the trial customers is 104 minutes per month. Eighty-six percent of the trial participants were satisfied with the sound quality and amplification of the call, 85% were satisfied with the technical performance, and 88% were satisfied with the accuracy of the captions. Seventy-seven percent of the hearing persons that were involved in the calls had a positive experience and the overall perception of the Captel services was 83% favorable.

Upon completion of the contract, if Captel is approved as a service, it can be included in the next request for proposal as a requirement. Sprint does not have an exclusive contract for Captel and it can be provided by other relay providers.

Issue 3 addresses the \$.01 increase in the surcharge necessary to cover the additional costs associated with implementation of Captel as a relay service.

The Commission is vested with jurisdiction through Chapter 427, Florida Statutes.

## DISCUSSION OF ISSUES

**<u>ISSUE 1</u>**: Should Mr. Jimmy Peterson, Mr. Christopher McDonald, and Ms. Kathy Borzell be named to the TASA Advisory Committee?

**RECOMMENDATION:** Yes, Mr. Jimmy Peterson, Mr. Christopher McDonald, and Ms. Kathy Borzell should be named to the TASA Advisory Committee. **(TRAPP, CASEY, MOSES, ROJAS)** 

**STAFF ANALYSIS**: Section 427.706 of TASA allows the Advisory Committee to consist of up to ten members recommended by various organizations and named to the committee by the Commission. The committee's role is to provide the expertise, experience, and perspective of persons who are hearing impaired or speech impaired to the Commission and to FTRI during all phases of the development and operation of the telecommunications access system.

| NAME OF MEMBER   | NAME OF ORGANIZATION  |  |  |  |
|--|---|--|--|--|
| Steve Howells  | Advocacy Center for Persons with Disabilities, Inc.           |  |  |  |
| Rick Kottler   | Deaf and Hard of Hearing Services of the Treasure Coast, Inc. |  |  |  |
| Nancy Schnitzer - local<br>telco representative<br>Tom Kemble - long<br>distance telco<br>representative | Florida Telecommunications Industry<br>Association            |  |  |  |
| Harry Anderson   | Coalition for Persons with Dual<br>Sensory Disabilities       |  |  |  |
| Christopher Wagner   | Florida Association of the Deaf, Inc.                         |  |  |  |
| Shirley Jones  | Self Help for Hard of Hearing People                          |  |  |  |
| Steven Hardy   | Florida Association of the Deaf, Inc.                         |  |  |  |

The Advisory Committee is currently comprised of the following members:

Mr. Steven Hardy, Mr. Tom Kemble, and Ms. Shirley Jones have resigned from their positions on the Advisory Committee. Mr. Jimmy Peterson is with the Florida Association of the Deaf, Inc. and would replace Mr. Steven Hardy. Mr. Christopher McDonald is with AT&T and would replace Mr. Tom Kemble as the long distance company representaive. Ms. Kathy Borzell is with the Self Help for Hard of Hearing People and would replace Ms. Shirley Jones. Accordingly, staff recommends that Mr. Jimmy Peterson, Mr. Christopher McDonald, and Ms. Kathy Borzell be named to the TASA Advisory Committee.

**ISSUE 2**: Should the Commission amend the current contract with Sprint to include Captel as a service offering starting March 1, 2004, and extending through May 31, 2005, at the session minute rates described in the "usage costs" section of this recommendation?

**RECOMMENDATION:** Yes, the Commission should amend the current contract with Sprint to include Captel as a service offering starting March 1, 2004, and extending through May 31, 2005, at the session minute rates as described in the "usage costs" section of this recommendation. (TRAPP, CASEY, MOSES, ROJAS)

**STAFF ANALYSIS**: Captel service is approximately 44% faster than regular relay calls because the relay operator does not have to type. With regular relay calls, the operator must type into a computer. Revoicing is much faster than typing and the end result is fewer minutes are required for the same conversation.

It was determined, during trials Sprint conducted in several states, that 64% of the usage was from new users that had not previously used voice carry-over or relay services. This service reaches those persons that are hearing impaired to the extent that normal speech cannot be understood over normal or amplified telephones. The potential Captel users are late deafened, profoundly deaf and able to speak, cochlear implant users, VCO and 2-line VCO users, and hard of hearing. Because of the elderly population in Florida, the Captel service should benefit a large

populous that has not been previously assisted with their hearing impairments.

# Federal and State Authority

In order for the service to be eligible for reimbursement for interstate usage from the Interstate TRS Fund, Ultratec, Inc., the developer of the Captel service, filed for a declaratory ruling with the Federal Communications Commission (FCC) seeking approval to clarify Captel as a telecommunications relay service. The FCC ruled on July 25, 2003, in CC Docket No. 98-67 that Captel is eligible for reimbursement from the National Exchange Carrier Association, Inc. (NECA).

Section 427.702(3)(b), Florida Statutes, requires that the telecommunications access system include a telecommunications relay service system that meets or exceeds the certification requirements of the Federal Communications Commission. Section 427.702(3)(g), Florida Statutes, requires that the telecommunications access state-of-the-art system use technology for specialized telecommunications devices and the telecommunications relay The statute further encourages the incorporation of new service. developments in technology, to the extent that it has demonstrated benefits consistent with the intent of the act and is in the best interest of the citizens of this state.

Although the FCC has not made Captel a mandatory service as part of the certification standard, it has ruled that Captel is a telecommunications relay service. Also, the Florida Statutes encourage the Commission to adopt new technology for the provision of relay services and the associated specialized devices. Staff believes Captel meets the standard at both the federal and state level.

#### <u>Usage Costs</u>

Currently, regular relay calls cost the state \$.73 per session minute and will remain unchanged. The proposed rate for Captel varies depending on the call volume. Attachment A shows the various call volumes and related proposed charges for the service. The usage cost for the Captel service is \$1.45 per session minute until the call volume reaches 100,000 minutes per month. The rate is then reduced to \$1.40 until the volume reaches above 200,000 when it is reduced to \$1.35. Staff does not anticipate the volume to reach above 100,000 until at least nine months after implementation.

Using a distribution of 100 Captel phones per month and including the initial 132 trial users, the usage cost is estimated to be \$1,980,480 minus \$367,394 which is the usage cost of persons migrating from traditional VCO relay to Captel.

# Equipment Costs and Distribution

The equipment will be purchased and distributed by the Florida Telecommunications Relay, Inc. (FTRI) The Captel telephone will cost FTRI \$350. FTRI will have the flexibility to distribute the maximum number of phones while staying within the budgetary Staff has used 100 phones per month in constraints. its calculations as the basis for this recommendation; however, if FTRI does not distribute 100 per month, it is not responsible for purchasing that amount. Another reason staff used 100 phones per month in the calculation is that the call center is only capable of supporting a growth rate of approximately 100 phones per month. Sprint is currently contracting with Ultratec to provide the operator functions; however, in the future, Sprint intends to establish its own call centers and will be able to handle a substantial increase in the usage of the Captel service.

The total cost of purchasing the equipment (1,632 phones) for the contract period, including the existing 132 trial users, is \$571,200. There will be some distribution costs, but much of those costs were budgeted for distribution of regular VCO phones and it is possible that there will not be 1,632 users of the service. If additional costs for distribution are identified at a later date that have a significant impact on FTRI's budget, staff will take appropriate action at that time.

#### **Conclusion**

Based on the benefits to a larger population of hearing impaired citizens of the state of Florida, and the authority provided through state and federal laws, staff recommends that the Commission should amend the current contract with Sprint to include Captel as a service offering starting March 1, 2004, and extend the contract through May 31, 2005, at the rates described in the "usage costs" section of this recommendation.

**ISSUE 3:** Should the TASA surcharge be raised from \$.12 to \$.13 per access line effective March 1, 2004?

**RECOMMENDATION:** Yes, the Commission should approve raising the TASA surcharge to \$.13 per access line. In addition, Local Exchange Companies and Competitive Local Exchange Companies should be ordered to assess a \$.13 surcharge beginning March 1, 2004.

## STAFF ANALYSIS:

Based on the assumptions and calculations in Attachment A, the current \$.12 monthly surcharge will fall \$756,569 short over the contract period. By increasing the surcharge from \$.12 to \$.13, the increase will produce an additional \$1,613,245 which will provide a \$856,675 surplus by the end of the contract period.

Staff notes that the surcharge will again be reviewed when the FTRI budget is brought before the Commission for approval.

**ISSUE 4**: Should this docket be closed?

**RECOMMENDATION:** No, this docket should not be closed. (ROJAS)

**STAFF ANALYSIS**: This docket should remain open during the contract period with Sprint as the relay provider. This docket is used to monitor relay and contract issues that arise during the contract term.

| Number of access lines stranged the relay surcharge 1979 4985<br>Surcharge needed to stance 79 4985<br>Surcharge needed to stance 71 4985<br>Surcharge Needen per unit 20 4985<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 august 20 498<br>Surcharge Revenue for 16 months gut 20 498 | ASSUMPTIONS   |              |             |         |           |
|---|---|--------------|-------------|---------|-----------|
| Current monthly surchange     10.912<br>90.900     90.912<br>90.900     90.912<br>90.900       Surcharge Meed to balance     90.913<br>90.900     90.900     90.913<br>90.900     90.913<br>90.900       Revenue for 15 gaupment per month<br>Cost of equipment at distribution male of sugapment per month<br>Cost of equipment at distribution male of sugapment at distribution male sugapment at distribution male of sugapment at distribution male of sugapment at distribution male of sugapment at distribution male sugapment at distribution male sugamment at distribution male sugapment at distribution   |   | 10 754 005   |             |         |           |
| Surcharge needed to balance<br>Proposed surcharge<br>Revenues for 15 months (§) 12 surcharge<br>Cort of Equipment and equipment per month<br>Cort of Equipment and distribution rate for 15 months (µ) south grass and previously using VCO via the TRS<br>Usage based on trial data is that 64% of customers will be new customers not previously using VCO via the TRS<br>Oct of Equipment and distribution rate for 15 months (µ) south grass and previously using VCO via the TRS<br>Usage based on trial data is that 64% of customers will be new customers not previously using VCO via the TRS<br>Diverse for the trial for   | Current monthly surcharge   |              |             |         |           |
| Project aurotarian     9.13<br>Status of Fault month & 9.12 sucharian     9.13<br>Status of Fault Month & Status of Fault & Status  |   |              |             |         |           |
| Revenue for 15 months & 13 succharge   \$19.336.937     Revenue for 15 months & 13 succharge   \$20.927.102     Call distribution manner per month   \$300     Cost of equipment at distribution manner per month   \$300     Cast of equipment at distribution manner per month   \$300     Cast of equipment at distribution manner per month   \$51.200     Statumption based on trial data is that 64% of customers will be new customers not previously using VCO via the TRS     Usage based on thom the \$1.300.000   \$15.306.937     TRS projected minutes mus projected migration minutes to Captel   \$15.336.937     TRS projected minutes mus projected migration minutes to Captel   \$15.336.937     Stucharge Revenue for 15 months @ 31.22 surcharge   \$15.336.937     Stucharge Revenue for 15 months @ 31.22 surcharge   \$15.336.937     Builthoution   \$17.33.123     Captel Equipment   \$17.33.123     Captel Equipment   \$17.33.123     Captel Equipment   \$18.336.867     Distribution   \$14.437.460     Captel Equipment   \$16.13.866     Captel Equipment   \$2.97.166.669     Distribution   \$1.45     Captel Equipment   \$1.45     Captel Equipment </th <th></th> <th></th> <th></th> <th></th> <th></th>   |   |              |             |         |           |
| Meeting for 1 months & 13.0 months   \$2.0372,182     Coard of Equipment per units   50.0372,182     Projected TRS in the 40% of culothenes will be new culothenes not previously using VCO via the TRS   50.0372,182     Projected TRS insults from TRS to Capal   12,410,317     Projected TRS insults for TRS to Capal   11,97,037     Projected TRS insults for TRS to Capal   51,16,125     Strate requires the insult of the formation mixes to Capital   51,16,125     Outersch   \$1,16,125     Strate requires the insult of transition mixes migrated from VCO to Capital   \$1,60,125     Difference & 3,13 surcharge for 15 months   80.627,155,660     Difference & 3,13 su  |   |              |             |         |           |
| Cat Brujinent jer unit     5330       Cat Brujinent at distribution rate for 15 months plus existing 132 phones     5571.200       Asumption based on thild tails in d5% of catabates will be new outcomers not previously using VCO via the TRS     5571.200       Projected miscures protect on tool minutes per user per month     12,410.317       Projected miscures minutes for TBS to Capiel     12,410.317       Projected miscures minutes for TBS to Capiel     11,807.037       Projected miscures minutes for 16 months (Ø. 51.2 surcharge     \$1,337.46       Cather of the tail of the t   | Revenue for 15 months @ \$.13.surcharge   |              |             |         |           |
| Examinated distribution rate of equipment per month   100     Octat of equipment at distribution rate for 15 months plus exating 132 piones   \$571.200     PASE_UPTED Usage   \$571.200     Projected TS Prolumes for Fionda   12.410.317     Projected TS Prolumes for Fionda   100.32.200     TRS projected TS Prolumes for TRS to Captel   100.32.200     TRS projected TS Prolumes for TRS to Captel   11.907.037     Stuchage Revenue for 15 months @ 12.2 surcharge   \$19,369.337     Stuchage Revenue for 15 months @ 12.2 surcharge   \$19,369.337     Stuchage Revenue for 15 months @ 12.2 surcharge   \$19,369.337     Stuchage Revenue for 15 months @ 12.2 surcharge   \$19,369.337     Stuchage Revenue for 15 months @ 12.2 surcharge   \$19,356,937     Stuchage Revenue for 15 months   \$19,356,937     Difference @ 5.12 surcharge for 15 months   \$19,356,957     Difference @ 5.12 surcharge for 15 months   \$856,975     Difference @ 5.12 surcharge for 15 months   \$852,957     Difference @ 5.2 surcharge for 15 months   \$852,927<  |   |              |             |         |           |
| Assumption based on trial data is that 64% of customers will be new customers not previously using VCO via the TRS     Vage based on 100 minutes preventh     Projected TRS minutes for Finda   12,410,317     Projected TRS minutes for Finda   13,02,037     TRS Projected minuse minus projected migration minutes to Captel   11,907,037     FIN.REVENUE AND EXPENSES   519,368,937     Sturcharge Revenue for 15 months (0) 5.12 surcharge   \$19,378,124     Captel Equipment & Repair   \$1,437,45     Diarbaution   \$1,733,124     Quireach   \$1,437,45     RCS (201)   \$1,439,745     Captel Equipment   \$1,431,756     Difference (2) \$13 surcharge for 15 months   \$1,455     Captel Session Munues between 100,000 month   \$1,45     Captel Session M  |   | 100          |             |         |           |
| Usage based on 100 multuses per user per month     PROjected TRS minutes for Fichida<br>Projected TRS minutes for TRS to Captel<br>113,00,037     12,410,317       Projected TRS minutes from TRS to Captel<br>TRS projected migration minutes to Captel<br>113,00,037     150,328,937       Projected TRS minutes from TRS to Captel<br>TRS projected migration minutes to Captel<br>113,00,037     151,338,937       Projected TRS minutes for 15 months @ 5,12 surcharge<br>Sculpment 1 & 51,123     51,483,746       Captel Exapter Costs minus cost 14,000 month<br>Captel Exapter Costs minus cost 14,000 month<br>TRS Cost     51,613,086       Captel Exapter Costs minus cost 14,000 month<br>Captel Exapter Costs minus cost 14,000 month<br>Captel Exapter 15 months<br>Difference @ 31,2 surcharge for 100,000 month<br>S1,400     51,455       Usage cost over 15 months<br>Cast Wint Volume Discount Primes<br>Difference @ 31,2 surcharge for 15 months<br>Difference @ 31,2 surcharge for 16 months<br>S2,000     51,456       Usage cost over 15 months<br>Cast Wint Volume Discount Primes<br>Difference @ 32,200     52,400     51,455       Us  | Cost of equipment at distribution rate for 15 months plus existing 132 phones                                     | \$571,200    |             |         |           |
| PACIECTED USAGE<br>Projected TRS minutes for Florida<br>Projected TRS minutes for R5 to Captel<br>TRS projected minutes minus projected migration minutes to Captel     12,410,317<br>50,220<br>11,907,037       FTR Projected minutes minus projected migration minutes to Captel<br>Guiment & Repair<br>Distribution<br>Captel Equipment & 14,837,64<br>Captel Equipment & 14,837,64<br>Captel Equipment & 14,837,64<br>Captel Equipment & 14,837,64<br>Captel Equipment & 15,100,108<br>Captel Session Minutes under 100,000/month<br>Captel Session Minutes between 100,000/month<br>Captel Session Sintel Captel Session<br>Minute Ca           | Assumption based on trial data is that 64% of customers will be new customers not previously using VCO via the TR | S            |             |         |           |
| Projected TRS minutes for Florida   12.410.317     Projected migration minutes for RS to Captel   11.907.037     TRS projected minutes minus projected migration minutes to Captel   11.907.037     TRI REVENUE AND EXPENSES.   \$18,356,937     Surcharge Revenue for 15 months @ 5.12 surcharge   \$19,373,124     Outreach   \$1,116,123     Administrative   \$1,161,123     Captel Equipment 1 Acting Revenue for 15 months   \$12,374,164     Captel Equipment 1 Acting Revenue for 15 months   \$12,403,746     Captel Equipment 1 Acting Revenue 6 & 12 surcharge for 15 months   \$220,115,506     Difference @ 3.13 surcharge for 15 months   \$220,115,506     Ordfreence @ 3.13 surcharge for 15 months   \$220,115,506     Captel Equipment 1 Acting Discout Printing   \$1.45     Captel Session Minutes under 100,000/month   \$1.45     Month 3   \$3.200   \$3.140   \$1.52     Usa  | Usage based on 100 minutes per user per month   |              |             |         |           |
| Projected migration minutes from TRS to Captel   11,907,037     TTS projected minutes minutes projected migration minutes to Captel   11,907,037     TTS REVENUE AND EXPENSES.   \$19,358,937     Surcharge Revenue for 15 months @ 8.12 surcharge   \$19,358,937     Equipment & Repair   \$1,307,232     Outrach   \$1,187,720     Administrative   \$1,187,220     Captel Equipment   \$16,336     @350 ecat and 100/month + existing 132 trial user phones   \$20,111,506     Captel Equipment   \$16,13,386     @350 ecat and 100/month + existing 132 trial user phones   \$20,111,506     Captel Equipment   \$16,13,386     @350 ecat and 100/month   \$1,45,366     Captel Ession Minutes cover 100,000/month   \$1,45     Captel Session Minutes cover 100,000/month   \$1,45     Captel Session Minutes cover 200,000/month   \$3,200     Stapting 132 users + 100 new users @ 100 minutes per month   \$3,200     Month 1 </td <td></td> <td></td> <td></td> <td></td> <td></td>  |   |              |             |         |           |
| TRS projected minutes minutes projected migration minutes to Captel   11,907,037     TRI REVENUE AND EXPENSES   Suchage Revenue for 15 months @ \$1.2 surcharge   \$19,358,937     Suchage Revenue for 15 months @ \$1.2 surcharge   \$19,358,937   \$17,381,24     Outreach   \$1,118,125   \$17,381,24     Outreach   \$1,188,126   \$11,881,746     Captel Equipment   \$1,633,864   \$57,12,00     @\$350 sech and 100/month + existing 132 trial user phones   \$2,00,115,506     Captel Equipment   \$8,692,137     Total Expenses   \$2,00,115,506     Difference @ \$1.5 surcharge for 15 months   \$356,675     USAGE CALCULATIONS   \$1.43     Captel Session Minutes over 200,000/month   \$1.43     Captel Session Minutes over 200,000/month   \$1.43     Captel Session Minutes over 200,000/month   \$1.45     Size over 15 months   \$1.52     Month 1   £1.920   \$7.14   11.920     M   | •   | · ·          |             |         |           |
| Surcharge Revenue for 15 months @ \$.12 surcharge     \$19,358,937       Equipment & Repair     \$4,901,089       Distribution     \$1,1738,124       Outreach     \$1,1738,124       Administrative     \$1,181,25       Captel Equipment     \$1,181,25       @3530 ecot and 100/month + existing 132 trial user phones     \$3,1738,124       Captel Equipment     \$1,151,256       @3530 ecot and 100/month + existing 132 trial user phones     \$3,692,137       Captel Equipment     \$3,153,086       @3530 ecot and 100/month + existing 132 trial user phones     \$3,692,137       Captel Equipment     \$3,161,506       Difference @ 3, 12 surcharge for 15 months     \$3,692,137       Difference @ 3, 12 surcharge for 15 months     \$3,692,137       Difference @ 3, 13 surcharge for 15 months     \$3,692,137       Captel Session Minutes ourder 100,000/month     \$1,45       Captel Session Minutes ourder 100,000/month     \$1,45       Captel Session Minutes ourder 100,000/month     \$1,52       Month 1     Lis22 of \$3,2404     \$1,522 \$1,536       Month 2     \$2,200     \$3,2404     \$1,522 \$1,536       Month 3     \$2,200 \$2,74,404 </td <td></td> <td></td> <td></td> <td></td> <td></td>  |   |              |             |         |           |
| Surcharge Revenue for 16 months @ \$.12 surcharge     \$19,356,937       Equipment A Repair     \$1,901,009       Distribution     \$1,738,124       Outreach     \$1,161,125       Administrative     \$1,483,746       Captel Equipment     \$1,161,026       Captel Equipment     \$1,613,086       Captel Equipment     \$1,613,086       Captel Equipment     \$1,613,086       Captel Equipment     \$20,115,506       Difference @ \$1,2 surcharge for 15 months     \$20,115,506       Difference @ \$1,3 surcharge for 15 months     \$869,675       USAGE CALCULATIONS     Captel Session Minutes Detween 100,000 month       Captel Session Minutes Detween 100,000 and 200,000/month     \$1,85       Usage cost over 15 months     \$1,852       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     \$3,200     \$31,840       Month 3     \$3,200     \$31,641     \$3,200     \$32,640     \$15,552     \$11,852       Month 4     \$3,200     \$31,640     \$3,200     \$32,640     \$15,552     \$11,852       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     \$3,200<   | TRS projected minutes minus projected migration minutes to Captel   | 11,907,037   |             |         |           |
| Surcharge Revenue for 15 months @ \$.12 surcharge     \$19,356,337       Equipment A Repair     \$1,9738,124       Outreach     \$1,738,124       Outreach     \$1,116,125       Administrative     \$1,148,3746       Captel Equipment     \$571,200       @350 asch and 100/month + existing 132 trial user phones     \$571,200       Captel Equipment     \$20,115,506       Onfference @ \$,12 surcharge for 15 months     \$20,115,506       Difference @ \$,13 surcharge for 15 months     \$856,675       USAGE CALCULATIONS     \$856,675       USAGE CALCULATIONS     \$1,45       Captel Session Minutes between 100,000 month     \$1,45       Captel Session Minutes between 100,000 and 200,000/month     \$1,35       Usage cost over 15 months     \$1,320       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     \$1,32       Month 2     \$3,200     \$1,61     \$3,230       Month 3     \$3,200     \$1,61     \$3,230     \$1,81       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     \$3,200     \$1,640     \$2,320       Month 3     \$3,200     \$1,640  | FTRI REVENUE AND EXPENSES   |              |             |         |           |
| Equipment & Repair     \$4,901,089       Distribution     \$1,733,124       Outrach     \$1,115,125       Administrative     \$1,33,744       Captel Equipment     \$1,33,744       Captel Lequement     \$1,115,125       Captel Lequement     \$571,200       @3300 each and 100/month + existing 132 trial user phones     \$571,200       Captel Lage costs minus cost of VCO TRS minutes inigrated from VCO to Captel     \$1,613,068       TRS Cost     \$20,115,508       Difference @ \$1.2 surcharge for 15 months     \$3530,600       Difference @ \$1.3 surcharge for 15 months     \$1.45       Captel Session Minutes between 100,000 and 200,000/month     \$1.45       Captel Session Minutes sever 200,000/month     \$1.45       Captel Session Minutes sever 100,000 and 200,000/month     \$1.45       Captel Session Minutes sever 100,000 and 200,000/month     \$1.25       Usage cost over 15 months     \$1.320       Values cost over 15 months     \$1.320       Values cost over 100,000 and 200,000/month     \$1.45       Captel Session Minutes sever 200,000/month     \$1.320       Month 3     \$1.200     \$1.3200       Month 4   |   | \$19.358.937 |             |         |           |
| Distribution     \$1,739,124       Outreach     \$1,139,124       Administrative     \$1,139,124       Captel Equipment     \$1,483,746       @3500 sech and 100/month + existing 132 trial user phones     \$1,483,746       Captel Equipment     \$1,613,086       @3500 sech and 100/month + existing 132 trial user phones     \$1,613,086       Captel Equipment     \$1,613,086       Total Expenses     \$20,115,066       Difference @ \$12 surcharge for 15 months     \$866,675       Difference @ \$13 surcharge for 15 months     \$866,675       Difference @ \$12 surcharge for 15 months     \$866,675       Difference @ \$13 surcharge for 15 months     \$866,675       Difference @ \$13 surcharge for 15 months     \$866,675       Difference @ \$13 surcharge for 15 months     \$866,675       Difference @ \$13,800,000/month     \$1,45       Captel Session Mnutes under 100,000/month     \$1,45       Captel Session Mnutes under 100,000 and 200,000/month     \$1,35       Month 1     \$1,200, \$33,640     \$8,322, \$56,097       Month 2     \$2,200, \$7,140, \$11,522, \$87,123       Month 1     \$2,200, \$52,640     \$15,52,081   |   |              |             |         |           |
| Administrative   \$1,483,746     Captel Equipment   \$571,200     @8350 each and 100/month + existing 132 trial user phones   \$1,613,086     Captel usage costs minus cost of VCO TRS minutes migrated from VCO to Captel   \$1,613,086     TRS Cost   \$1,613,086     Difference @ \$12 surcharge for 15 months   \$20,115,508     Difference @ \$13 surcharge for 15 months   \$856,675     Stage CALCULATIONS   \$1,45     Captel Session Minutes between 100,000/month   \$1,45     Captel Session Minutes outer 100,000/month   \$1,45     Captel Session Minutes outer 100,000/month   \$1,45     Captel Session Minutes outer 100,000/month   \$1,45     Usage cost over 15 months   Cost     Month 1   \$32,00   \$33,460   \$32,56,0697     Month 3   \$32,00   \$33,460   \$32,860   \$32,860   \$33,860   \$32,860   \$32,860   \$33,200   \$48,140   \$1,952   \$1,951     Month 1   Existing 132 users + 100 new users @ 100 minutes per month   \$32,00   \$32,00   \$32,640   \$5,552   \$11,353     Month 5   \$32,00   \$32,140   \$32,552   \$24,480   \$5,152   \$33,640 <td< td=""><td></td><td>\$1,738,124</td><td></td><td></td><td></td></td<>  |   | \$1,738,124  |             |         |           |
| Captel Equipment     \$\$71,200       @\$350 each and 100/month + existing 132 trial user phones     \$1,613,086       Captel usage costs minus cost of VCO TRS minutes migrated from VCO to Captel     \$1,613,086       TRS Cost     \$20,115,508       TOtal Expenses     \$20,115,508       Difference @ 3.15 surcharge for 15 months     \$356,675       Difference @ 3.15 surcharge for 15 months     \$356,675       Captel Session Minutes under 100,000/month     \$1.40       Captel Session Minutes voer 200,000/month     \$1.40       Month 1     \$2.200     \$33,640     \$1.922       Month 2     \$2.200     \$57,640     \$1.922       Month 3     \$3.200     \$7,140     \$1.922       Month 4     \$3.20     \$51.640     \$2.752       Month 5     \$3.200  | Outreach  | \$1,116,125  |             |         |           |
| Bit Stop sech and 100/month + susting 132 trial user phones     \$1,613,086     \$1,613,086     \$8,692,137       Captel usage costs minus cost of VCO TRS minutes migrated from VCO to Captel     \$8,692,137     \$20,115,506     \$5,669       Difference @ \$.12 surcharge for 15 months     \$20,115,506     \$556,675     \$555,675       USAGE CALCULATIONS     \$1,45     \$1,410     \$556,675       Cost with Volume Discount Priang.     \$1,45     \$1,45       Captel Session Minutes under 100,000/month     \$1,45     \$1,40       Captel Session Minutes over 200,000/month     \$1,35     \$1,46       Usage cost over 15 months     \$1,320     \$23,644     \$1,552     \$1,351       Usage cost over 15 months     \$1,320     \$24,640     \$1,552     \$1,351       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     \$3,200     \$44,440     \$1,552     \$11,351       Month 3     \$3,200     \$44,440     \$1,552     \$11,351       Month 4     \$3,200     \$44,440     \$1,552     \$11,351       Month 5     \$3,200     \$44,440     \$1,552     \$13,543       Month 6     \$3,200 <td>Administrative</td> <td>\$1,483,746</td> <td></td> <td></td> <td></td>  | Administrative  | \$1,483,746  |             |         |           |
| Captel usage costs minus cost of VCO TRS minutes migrated from VCO to Captel   \$1,613,086     TRS Cost   \$8,692,137     Total Expenses   \$20,115,506     Difference @ \$.12 surcharge for 15 months   \$3556,675     USAGE CALCULATIONS     Captel Session Minutes under 100,000/month   \$1.45     Captel Session Minutes wheren 100,000 and 200,000/month   \$1.38     Captel Session Minutes wheren 100,000 and 200,000/month   \$1.38     Usage cost over 15 months   Cost     Month 1   Existing 132 users + 100 new users @ 100 minutes per month   \$3.20     Month 2   \$3.200   \$33,640   \$3.52     Month 3   \$3.200   \$81.41,011,192   \$8.027     Month 4   \$3.200   \$32.400   \$3.52   \$51.391     Month 5   \$3.200   \$77.140   11.912   \$1.92,371     Month 6   \$3.200   \$106,140   \$2.522,571,391   \$3.52   \$21,493     Month 6   \$3.200   \$106,140   \$2.522,571,391   \$3.200   \$106,140   \$2.522,571,523   \$3.201   \$77.140   11.91,52   \$3.201   \$77.140   11.91,52   \$3.201   \$3.201,5140   33.522   | Captel Equipment  | \$571,200    |             |         |           |
| TRS Cost   38:692,137     Total Expenses   \$20,115,506     Difference @ \$.12 surcharge for 15 months   \$8566,675     USAGE CALCULATIONS     Cost with Volume Discount Priong.     Captel Session Minutes under 100,000/month   \$1.45     Captel Session Minutes over 200,000/month   \$1.45     Usage cost over 15 months.   Cost     Month 1 Existing 132 users + 100 new users @ 100 minutes per month   \$32,200     Month 1 S   \$3,200     Month 6   \$3,200     Month 6   \$3,200     Month 6   \$3,200     Month 6   \$3,200     Month 7   \$3,200     Month 6   \$3,200     Month 6   \$3,200     Month 7   \$3,200     Month 8   \$3,200     Month 6   \$3,200     Month 8   \$3,200     Month 9   \$3,200     Month 10   \$13,514     Month 10   \$13,514     Month 6   \$3,200     Month 7   \$1,80,400   \$1,452     Month 6   \$3,200   \$144,400   \$2,522     Month 1  |   |              |             |         |           |
| Total Expenses     \$20,115,506       Difference © \$.12 surcharge for 15 months     (\$755,659)       Difference © \$.13 surcharge for 15 months     (\$856,675)       Discount Privance     \$1.45       Cast with Volume Discount Privance     \$1.45       Captel Session Minutes under 100,000/month     \$1.45       Captel Session Minutes voer 200,000/month     \$1.35       Usage cost over 15 months     Cost Minutes     Cost Minutes       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     \$1.32     S3.640     \$3.352     \$50,977       Month 1     Site 13     State 1  |   |              |             |         |           |
| Difference @ \$.12 surcharge for 15 months     (\$756,569)<br>\$856,675       USAGE CALCULATIONS<br>Cost with Volume Discount Pricing<br>Captel Session Minutes under 100,000/month<br>Captel Session Minutes over 200,000/month     \$1.45<br>\$1.40       Usage cost over 15 months     \$1.45<br>\$1.40       Usage cost over 15 months     \$1.45<br>\$1.35       Usage cost over 15 months     \$1.35       Month 1 Existing 132 users + 100 new users @ 100 minutes per month<br>Month 3     \$3.200<br>\$33,640     \$3.352       Month 5     \$3.200<br>\$91,640     \$2.752<br>\$11,853     \$11,852<br>\$32,200<br>\$10,140     \$2.522<br>\$19,237       Month 6     \$3.200<br>\$10,140     \$1.522<br>\$19,237     \$1.600<br>\$103,200<br>\$112,040     \$1.522 \$11,851<br>\$100,140     \$3.522<br>\$22,480     \$1.52<br>\$22,722<br>\$16,650       Month 6     \$3.200<br>\$11,440     \$3.520<br>\$10,524     \$1.352<br>\$10,251     \$3.527<br>\$11,851     \$1.35       Month 7     \$3.200<br>\$11,840     \$1.32,00<br>\$1.524     \$1.35,140<br>\$1.32,00<br>\$1.52,82     \$1.92,722<br>\$1.855     \$1.927<br>\$1   |   |              |             |         |           |
| Difference @ \$.13 surcharge for 15 months     \$8656,675       USAGE CALCULATIONS<br>Cost with Volume Discount Pricing.     \$1.45       Captel Session Minutes under 100,000/month<br>Captel Session Minutes between 100,000/month     \$1.45       Usage cost over 210,000/month     \$1.45       Usage cost over 210,000/month     \$1.45       Usage cost over 15 months     Cost Reduction for TRS       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     33,200     \$48,140     11,952     \$6,097       Month 1     State is a sta   |   |              |             |         |           |
| Usage Calculations       Captel Session Minutes between 100,000/month<br>Captel Session Minutes between 100,000 and 200,000/month<br>Captel Session Minutes between 100,000 and 200,000/month     \$1.45<br>\$1.40       Usage cost over 15 months     S1.45       Month 1 Existing 132 users + 100 new users @ 100 minutes per month     \$3.200       Month 3     \$3.200       Month 4     \$3.200       Statis     \$5.2       Month 5     \$3.200       Month 6     \$3.200       Month 7     \$3.200       Statis     \$5.200       Statis     \$5.200       Statis     \$5.200       Month 5     \$3.200       Month 6     \$3.200       Month 7     \$3.200       Statis     \$2.5       Month 7     \$3.200       Statis     \$3.200 <   |   |              |             |         |           |
| Maint     State     State     State       Cast with Volume Discount Pricing     \$1.45     \$1.40     \$1.40       Captel Session Minutes between 100,000 and 200,000/month     \$1.35     \$1.35     \$1.35       Usage cost over 15 months     Cost Minutes over 200,000/month     \$1.35     \$1.35       Month 1 Existing 132 users + 100 new users @ 100 minutes per month     \$2,200     \$33,640     \$3,320     \$84,725       Month 1     State     \$3,200     \$44,140     \$1,552     \$11,353       Month 3     \$3,200     \$52,640     \$15,552     \$11,353       Month 4     \$3,200     \$51,640     \$2,725     \$16,609       Month 5     \$3,200     \$77,140     \$19,52     \$12,877       Month 6     \$3,200     \$106,140     \$26,352     \$19,237       Month 7     \$3,200     \$106,140     \$26,352     \$21,865       Month 7     \$3,200     \$103,200     \$144,480     \$37,152     \$27,121       Month 10     \$13,200     \$144,480     \$7,152     \$27,633       Month 11     \$103,200     \$144,4  | Difference @ \$.13 surcharge for 15 months  | \$656,675    |             |         |           |
| Captel Session Minutes under 100,000/month<br>Captel Session Minutes between 100,000 and 200,000/month   \$1.45<br>\$1.40<br>\$1.35     Usage cost over 15 months_   Cost Reduction for TRS<br>Minutes     Month 1 Existing 132 users + 100 new users @ 100 minutes per month   33,200<br>33,200   \$48,140   11,952   \$8,725     Month 3   33,200   \$48,140   11,952   \$8,725     Month 3   63,200   \$77,140   19,152   \$13,981     Month 6   63,200   \$91,640   22,752   \$16,609     Month 6   63,200   \$91,640   22,752   \$16,609     Month 6   63,200   \$91,640   22,752   \$16,609     Month 6   73,200   \$106,400   22,752   \$16,609     Month 7   83,200   \$120,640   29,952   \$22,8140     Month 7   93,200   \$135,140   33,552   \$24,493     Month 9   103,200   \$14,480   37,152   \$27,712     Month 10   133,200   \$14,480   37,152   \$27,73     Month 12   133,200   \$14,480   37,152   \$27,72     Month 13   133,200   \$14,480   37,522   |   |              |             |         |           |
| Captel Session Munites between 100,000 and 200,000/month<br>Captel Session Minutes over 200,000/month     \$ 1.40<br>\$ 1.35       Usage cost over 15 months_     Cost Reduction for TRS<br>Minutes       Month 1 Existing 132 users + 100 new users @ 100 minutes per month<br>Month 2     Ninutes<br>33,200     \$ 43,40       Month 3     S32,604     11,952     \$ 8,725       Month 4     63,200     \$ 97,140     19,152     \$ 13,931       Month 5     73,200     \$ 106,40     22,752     \$ 16,609       Month 6     83,200     \$ 12,064     29,952     \$ 21,837       Month 6     83,200     \$ 120,640     29,952     \$ 21,837       Month 7     83,200     \$ 120,640     29,952     \$ 21,837       Month 7     83,200     \$ 135,140     33,552     \$ 22,9749       Month 9     103,200     \$ 144,480     37,152     \$ 27,121       Month 10     133,200     \$ 178,480     44,352     \$ 32,377       Month 11     133,200     \$ 172,480     44,352     \$ 32,377       Month 12     133,200     \$ 186,480     47,952     \$ 33,005       Month   | Cost with Volume Discount Pricing   |              |             |         |           |
| State     State       Usage cost over 15 months     Minutes over 200,000/month     Cost     Minutes     Cost       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     23,200     \$33,640     8,352     \$6,097       Month 2     33,200     \$62,640     15,552     \$11,353       Month 3     53,200     \$77,140     19,152     \$13,981       Month 4     53,200     \$77,140     19,152     \$13,981       Month 5     63,200     \$91,640     22,752     \$16,610       Month 6     73,200     \$106,140     26,352     \$19,237       Month 7     93,200     \$114,480     33,552     \$27,121       Month 9     113,200     \$144,480     37,152     \$27,121       Month 10     113,200     \$144,480     37,152     \$27,121       Month 12     133,200     \$114,480     40,752     \$29,749       Month 12     133,200     \$144,480     37,152     \$27,121       Month 13     133,200     \$146,480     47,552     \$35,005   | Captel Session Minutes under 100,000/month  |              |             |         |           |
| Usage cost over 15 months     Minutes     Cost     Minutes     Cost       Month 1     Existing 132 users + 100 new users @ 100 minutes per month     23,200     \$33,640     8,352     \$6,097       Month 2     33,200     \$48,140     11,952     \$8,725       Month 3     53,200     \$77,140     19,152     \$13,981       Month 4     53,200     \$77,140     19,152     \$13,981       Month 5     63,200     \$91,640     22,752     \$16,609       Month 6     83,200     \$120,640     29,952     \$21,865       Month 7     83,200     \$120,640     29,952     \$21,865       Month 7     93,200     \$144,480     33,552     \$24,493       Month 10     113,200     \$144,480     37,552     \$21,21,11       Month 11     123,200     \$172,480     44,352     \$32,71,21       Month 13     133,200     \$144,480     37,552     \$27,121       Month 14     123,200     \$18,480     40,752     \$29,749       Month 12     133,200     \$144,480  | Captel Session Minutes between 100,000 and 200,000/month  |              |             |         |           |
| Month 1Existing 132 users + 100 new users @ 100 minutes per monthMinutesCostMinutesCostMonth 1Existing 132 users + 100 new users @ 100 minutes per month33,200\$33,640\$3,320\$48,14011,952\$8,725Month 233,200\$48,14011,952\$11,353\$62,64015,552\$11,353Month 353,200\$77,14019,152\$13,981Month 453,200\$106,14022,752\$16,609Month 573,200\$106,14026,352\$19,237Month 673,200\$106,14029,952\$21,865Month 783,200\$120,64029,952\$21,865Month 893,200\$135,14033,552\$24,493Month 9103,200\$144,48037,152\$27,121Month 10113,200\$158,48040,752\$29,749Month 11123,200\$172,48044,352\$33,633Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$40,261Month 1415133,200\$214,48056,152\$40,261Month 151398,000\$1,980,480503,280\$367,394  | Captel Session Minutes over 200,000/month   | \$1.35       |             |         |           |
| Month 1Existing 132 users + 100 new users @ 100 minutes per month23,200\$33,6408,352\$6,097Month 233,200\$48,14011,952\$8,725Month 343,200\$62,64015,552\$11,353Month 453,200\$77,14019,152\$13,981Month 563,200\$91,64022,752\$16,609Month 673,200\$106,140229,752\$12,865Month 783,200\$125,14033,552\$24,493Month 7103,200\$144,48040,752\$29,749Month 10113,200\$158,48040,752\$27,721Month 11123,200\$172,48044,522\$32,377Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$37,633Month 14123,200\$186,480\$47,952\$35,005Month 15133,800\$214,48056,152\$40,261Month 151398,000\$1,980,480503,280\$367,394   | Usage cost over 15 months   |              | Quet        |         |           |
| Month 1233,200\$48,14011,952\$8,725Month 343,200\$62,64015,552\$11,353Month 453,200\$77,14019,152\$13,981Month 563,200\$91,64022,752\$16,609Month 673,200\$106,14026,352\$19,237Month 783,200\$120,64029,952\$21,665Month 893,200\$135,14033,525\$24,493Month 9103,200\$144,48037,152\$27,7121Month 10113,200\$158,48040,752\$29,749Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$37,633Month 14163,200\$228,48056,752\$42,889Month 151,398,000\$1,980,480503,280\$367,394  |   |              |             |         |           |
| Month 143,200\$62,64015,552\$11,353Month 353,200\$77,14019,152\$13,981Month 453,200\$91,64022,752\$16,609Month 573,200\$106,14026,352\$19,237Month 673,200\$120,64029,952\$21,865Month 783,200\$120,64029,952\$21,865Month 893,200\$135,14033,552\$24,493Month 10113,200\$144,48037,152\$27,121Month 11123,200\$172,48044,352\$32,377Month 12133,200\$186,48047,952\$35,005Month 13143,200\$204,48051,552\$40,261Month 14153,200\$214,48055,152\$40,261Month 15103,200\$1,980,480503,280\$367,394   | -   | •            |             |         |           |
| Month 453,200\$77,14019,152\$13,981Month 563,200\$91,64022,752\$16,609Month 673,200\$106,14026,952\$19,237Month 783,200\$120,64029,952\$21,865Month 893,200\$135,14033,552\$24,493Month 9103,200\$144,48037,152\$27,121Month 10113,200\$158,48040,752\$29,749Month 12113,200\$158,48040,752\$29,749Month 13123,200\$172,48044,352\$32,377Month 14153,200\$20,48051,552\$37,633Month 15TOTALS1,398,000\$1,980,480503,280\$367,394  |   | ,            | • •         |         |           |
| Wonth 463,200\$91,64022,752\$16,609Month 573,200\$106,14026,352\$19,237Month 673,200\$106,14026,352\$19,237Month 783,200\$120,64029,952\$21,865Month 893,200\$135,14033,552\$24,493Month 9103,200\$144,48037,152\$27,121Month 10113,200\$158,48040,752\$29,749Month 11123,200\$172,48044,352\$32,377Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$37,633Month 14153,200\$214,48055,152\$40,261Month 15TOTALS1,398,000\$1,980,480503,280\$367,394  |   |              |             |         |           |
| Month 373,200\$106,14026,352\$19,237Month 683,200\$120,64029,952\$21,865Month 793,200\$135,14033,552\$24,493Month 893,200\$135,14033,552\$27,121Month 10103,200\$144,48037,152\$27,121Month 11113,200\$158,48040,752\$29,749Month 12123,200\$172,48044,352\$32,377Month 13143,200\$200,48051,552\$37,633Month 14153,200\$214,48055,152\$40,261Month 15163,200\$228,48058,752\$42,889  |   |              |             |         |           |
| Month 783,200\$120,64029,952\$21,865Month 793,200\$135,14033,552\$24,493Month 8103,200\$144,48037,152\$27,121Month 10113,200\$158,48040,752\$29,749Month 11113,200\$158,48044,752\$32,377Month 12123,200\$172,48044,352\$32,377Month 13143,200\$200,48051,552\$37,633Month 14153,200\$214,48055,152\$40,261Month 15163,200\$228,48058,752\$42,889   |   |              |             |         |           |
| Month 893,200\$135,14033,552\$24,493Month 9103,200\$144,48037,152\$27,121Month 10113,200\$158,48040,752\$29,749Month 11123,200\$172,48044,352\$32,377Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$37,633Month 14153,200\$214,48055,152\$40,261Month 15163,200\$228,48058,752\$42,889   |   |              |             |         |           |
| Month 9103,200\$144,48037,152\$27,121Month 10113,200\$158,48040,752\$29,749Month 11123,200\$172,48044,352\$32,377Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$37,633Month 14153,200\$214,48055,152\$40,261Month 15163,200\$228,48058,752\$42,889TOTALS1,398,000\$1,980,480503,280\$367,394   |   |              | · ·         | 33,552  | \$24,493  |
| Month 10113,200\$158,48040,752\$29,749Month 11123,200\$172,48044,352\$32,377Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$37,633Month 14153,200\$214,48055,152\$40,261Month 15163,200\$228,48058,752\$42,889TOTALS1,398,000\$1,980,480503,280\$367,394  |   | 103,200      | \$144,480   | 37,152  | \$27,121  |
| Month 11123,200\$172,48044,352\$32,377Month 12133,200\$186,48047,952\$35,005Month 13143,200\$200,48051,552\$37,633Month 14153,200\$214,48055,152\$40,261Month 15163,200\$228,48058,752\$42,869TOTALS1,398,000\$1,980,480503,280\$367,394  |   | 113,200      | \$158,480   | 40,752  | \$29,749  |
| Month 13   143,200   \$200,480   51,552   \$37,633     Month 14   153,200   \$214,480   55,152   \$40,261     Month 15   163,200   \$228,480   58,752   \$42,889     TOTALS   1,398,000   \$1,980,480   503,280   \$367,394   |   | 123,200      | \$172,480   | 44,352  | \$32,377  |
| Month 14   153,200   \$214,480   55,152   \$40,261     Month 15   163,200   \$228,480   58,752   \$42,869     TOTALS   1,398,000   \$1,980,480   503,280   \$367,394  |   | 133,200      | \$186,480   | 47,952  | \$35,005  |
| Month 15 163,200 \$228,480 58,752 \$42,889<br>TOTALS 1,398,000 \$1,980,480 503,280 \$367,394  |   | 143,200      | \$200,480   | 51,552  | \$37,633  |
| TOTALS 1,398,000 \$1,980,480 503,280 \$367,394  |   |              |             |         | \$40,261  |
|   | Month 15  | 163,200      | \$228,480   | 58,752  | \$42,889  |
| Cost of Capitel for usage minutes minus cost of minutes that would have been paid through requirer TPS minutes  | TOTALS  | 1,398,000    | \$1,980,480 | 503,280 | \$367,394 |
|   | Cost of Cantel for usage minutes minus cost of minutes that would have been poid through coulds TBS minutes       |              | \$1 612 000 |         |           |

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Cost of Captel for usage minutes minus cost of minutes that would have been paid through regular TRS minutes

\$1,613,086