

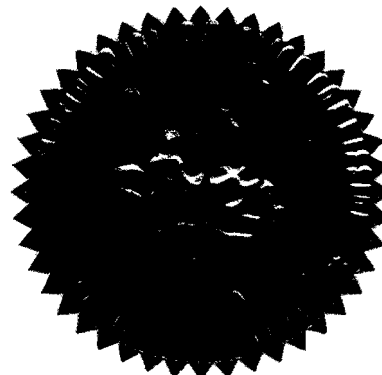
BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In The Matter of:

IMPLEMENTATION OF FLORIDA
TELECOMMUNICATIONS ACCESS
SYSTEM ACT OF 1991.

DOCKET NO. 991222-TP



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Friday, October 1, 2004

TIME: Commenced at 1:30 p.m.
 Concluded at 2:48 p.m.

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

REPORTED BY: JANE FAUROT, RPR
 Chief, Office of Hearing Reporter Services
 FPSC Division of Commission Clerk and
 Administrative Services
 (850) 413-6732

1 IN ATTENDANCE.

2 JIMMY PETERSON, Florida Association of the Deaf, Inc.

3 NANCY SCHNITZER, Sprint.

4 KATHY BORZELL, Self-Help for Hard-of-Hearing.

5 CHRIS McDONALD, AT&T.

6 MIKE ELLIS, GREG GANTT, and MAGGIE SCHOOLAR, Sprint.

7 JAMES FORESTALL, FTRI

8 NORMAN H. HORTON, JR., ESQUIRE and ANN SHELFER, FTRI.

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13 FOR THE FPSC:

14 BETH SALAK, RICK MOSES, BOB CASEY, FPSC Division
15 of Competitive Services.

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JASON ROJAS, FPSC Division of Legal Services.

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INTERPRETERS:

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STEVIE FENTON

21

DEBBIE WARD

22

LISA STAFSLIEN

23

DEBBIE SPIKER

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P R O C E E D I N G S

1
2 MR. MOSES: Okay. If we could go ahead and get
3 started. Harry Anderson is not here yet. So hopefully he will
4 show up at some point in time. We have got a person that is
5 standing by the telephone, in case he calls in, if they are
6 lost.

7 My name is Rick Moses with the Public Service
8 Commission. And to my right is Bob Casey. Further down is
9 Chris McDonald; he's not with the PSC, by the way. Jason Rojas
10 to my left is the attorney that works with us on Relay, and my
11 boss, Beth Salak. I don't know the two interpreters' names, so
12 I will let you introduce yourselves.

13 MS. STAFSLIEN: Lisa Stafslien.

14 MS. SPIKER: Debbie Spiker.

15 MR. MOSES: And for those that are going to be
16 speaking to us today or anticipating speaking to us, if you
17 would introduce yourself rather than introduce everybody in the
18 audience, I think that would probably be easier for the
19 reporters. Start with Nancy.

20 MS. SCHNITZER: Good afternoon. I'm Nancy Schnitzer,
21 and I'm employed with Sprint here in Tallahassee, and I'm here
22 today representing all the local exchange companies in Florida.

23 MR. MOSES: Also if you could make sure your
24 microphone is on so she can hear you.

25 MS. BORZELL: My name is Kathy Borzell, and I'm here

1 representing Florida's Self-Help for Hard-of-Hearing.

2 MR. PETERSON: Hi. I'm Jimmy Peterson, I'm from
3 Pensacola, Florida, and I represent the Florida Association of
4 the Deaf.

5 MR. ELLIS: I'm Mike Ellis with Sprint; National
6 Director for Sprint Relay.

7 MR. RATALSKY: Paul Ratalasky, Consumer Relations with
8 Sprint.

9 MR. GANTT: Greg Gantt, Sprint Account for Florida
10 Relay.

11 MS. SCHOOLAR: Maggie Schoolar, Government Account
12 Executive with Sprint.

13 MR. FORSTALL: James Forstall with FTRI.

14 MR. HORTON: Doc Horton, I'm an attorney with FTRI.

15 MS. SHELFER: I'm Ann Shelfer, I'm president of the
16 FTRI Board.

17 MR. MOSES: Okay. Thank you.

18 MS. BAILEY: Barbara Bailey, PSC.

19 MR. MOSES: Also, for those of you that fill out the
20 travel vouchers, they are before you, if you could either get
21 those filled out, or if you want to take them back and send
22 them back to us, that's fine. And any of you that need one
23 that doesn't have one, let me know so we can get one to you.

24 And with that, we will go into the service quality
25 testing. Staff is continuing to do approximately 300 calls per

1 month on the typing speed. Whether or not the CA can voice
2 properly to where it is intelligible, I will find the right
3 word here in a minute.

4 And we are continuing to work with Sprint on the
5 typing speed. We have seen some improvement in the recent
6 months. Recently, August 25th, I believe, is the date where
7 Sprint implemented a procedure where they are doing something
8 called gating the network, where they are actually routing
9 Florida's calls to specific CAs that are capable of typing at a
10 higher rate of speed, and we have seen an improvement since
11 that time.

12 There is a handout. I think some of you have it in
13 front of you. If you don't have it, there is one over here on
14 the left that gives you a brief summary of what the results
15 have been. Right now in September we are seeing about a 70 to
16 71 percent pass rate for 60 words per minute or higher. We
17 have recently met with Sprint to make sure we are timing the
18 calls the same way, both of us, and for the next month we are
19 using the same scripts. We are going to sit down and see if we
20 can really get to the bottom of the typing speed. And I
21 believe Sprint is going to talk on that subject matter just a
22 little bit later.

23 And with that, I will turn it over to Sprint so they
24 can give their side of the story.

25 MS. SCHOOLAR: Okay. Well, thank you so much for

1 allowing Sprint the opportunity to give you an overview of our
2 quality program. And I'm Maggie Schoolar, I have had the
3 opportunity to present to you guys a couple of times now, and I
4 always enjoy being here. I bring today my boss, Mike Ellis,
5 and he is going to be speaking to you in a few minutes. And
6 Greg Gantt is right behind him, the Florida Account Manager.
7 He is also going to be talking about visibility. And he
8 brought his boss, Paul Ratalasky, who doesn't have to present.
9 He is just here to critique. Right, Paul?

10 This is going to be a basic overview of what we are
going to be discussing today. We are going to talk about the
service feedback that Rick was just talking about, talk about
13 the typing, and give an overview of our quality program. We
14 are going to talk about CapTel, and then Greg is going to
15 discuss visibility, and then Mike is going to talk about the
16 hurricane preparedness, and what happened with FRS during all
17 the hurricanes that you guys suffered through this last time,
18 and then talk about some of our products.

19 This is an overview of the complaint and
20 commendations that we have had for the last few years. And I
21 just think this is an interesting graph where you can see on
22 here that the complaints are dropping, and the commendations
23 are increasing. And in this year they are going to crossover.
24 So we know that a lot of people don't contact the relay
25 service, or contact customer service to voice their complaints

or to give commendations. But for those people who have, it will be interesting that this year we have had 70 commendations and 14 complaints, and so the graph is going to cross and we will actually have more people commending FRS than we have complaining about it. I think that is a cool representation of what has happened for the last couple of years.

And I want to give a brief overview of how Sprint assesses quality. We have got staff who is really leading the nation at the moment in evaluating relay service and setting the standards. Sprint has a quality program that we have been doing for the last few years, and I would just like to touch on how we do it. No other provider has this kind of extensive quality program.

And we really break it into three different programs. The trainers program is really an overview of our entire system. And all the trainers evaluate the entire product. All of our centers and all of the service. And they will pick a subject each month based on customer feedback, say two-line VCO calls, you know, we will have a complaint about two-line VCO. So that will be the subject they will pick, and they will do all of their test calls and ensure that two-line VCO calls are being processed accurately.

Then it rolls down into the supervisor quality program. And what the supervisors do is they will rate the two-line VCO from a center perspective. And based on those two

1 programs training is developed, agents are taken off-line, or
2 quality information is put out to ensure that all of those
3 procedures are happening.

4 And then it goes down to the actual agent survey
5 process where supervisors will pull an agent off the line twice
6 every month and evaluate them on 44 aspects of call processing
7 and give them direct feedback. So we do it from an overall
8 perspective, we do it from a center perspective, and then we do
9 it from an agent perspective.

10 The center perspective is interesting, too, working
11 in the center where it creates competition between the centers.
12 And depending on whatever the subject is, we post it in the
13 centers, in all the centers, who is rated what on these
14 different criteria. So the different centers compete with each
15 other to try to do the best in ASL translation or whatever it
16 is, the item that they have picked.

17 But together it gives us a pretty good picture. We
18 have 250 different call type variations happening out there.
19 Our CAs have to do a lot of things in order to meet the
20 expectations of our customers. And so this kind of helps us
21 touch base on all the different points.

22 Now, in Florida we have had some significant issues
23 that we have been working with with staff and the community now
24 for a good long time. And one of them was accents. And
25 accents came up as an issue that people could not understand

1 what was being said, and it was disruptive to the call. So
2 what we did last year in July is we pulled all of our agents
3 off-line and we interviewed them. And if anyone had an accent
4 that we felt could interrupt a conversation, we removed them
5 from Relay. And since that time we have not had any complaints
6 or any issue with accents. We are carefully screening all new
7 agents as they come on board to ensure that we are not bringing
8 anyone on line that has an accent issue as well. So we are
9 hoping that accents have been put away, and we've got a good
10 plan in place so that won't ever be an issue again.

11 Now, typing speed. Sprint has always assessed an
12 agent's typing speed by taking that employee off-line and
13 having them do a test where they are listening to the
14 conversation and they are typing it as fast as they can. And
15 based on our quarterly assessment, and we have done this for
16 many, many years, 100 percent of our agents type 60 words a
17 minute. And the only way an agent in training is allowed to
18 take calls is if they can pass that typing test before they can
19 actually be put on a live call.

20 That is not how fast an agent is typing on live
21 calls, though, because you are taking them off and putting them
22 in a controlled environment, and they are typing as fast as
23 they can, and they know they are being tested. So what staff
24 did when they were looking at their accents issue is started
25 looking at typing and saying, wait a minute, these guys aren't

1 typing 60 words a minute on live calls. On an actual call,
2 when I do a test call and I'm timing it, it is not coming
3 across at 60 words a minute.

4 Well, Sprint and no provider in the industry has
5 looked at it that way or developed a verifiable typing test
6 where we can gauge that this is actually happening and make
7 sure, when we take action and terminate employees off of the
8 line that we are actually doing it with a test that is standard
9 for everyone.

10 Staff has been doing, like, 300 calls a month, right.
11 And Sprint has been working right along with staff now
12 diligently trying to match the same typing requirements. We
13 have had statisticians looking at it, we have come down here a
14 few times. We applaud staff for setting this up. And it is
15 our goal to come up with a test that we are both measured
16 exactly the same.

17 Now, in the measurement of it, you can see that based
18 on Sprint using staff's test, and staff's test, we have seen an
19 improvement. And like Rick said, we have done a lot of things
20 over the last few months to try to improve typing and hit it to
21 where on a live call that agent is typing 60 words a minute.
22 We have terminated employees. We have -- any agent who is seen
23 typing less than 60 words a minute on the live typing test is
24 taken off-line, they are retested, and they are not allowed to
25 go back on until they can pass it. If they cannot maintain

1 that speed, then they are terminated.

2 We have had a big poster campaign where we have put
3 speed limits all over the center saying the speed limit has to
4 be over 60 words a minute. You can't go under. We have tried
5 to do a lot of positive reinforcement and typing drills to get
6 people up to that. All of those things we were doing were not
7 significantly changing any results, and that was a frustration
8 for staff and for Sprint. And so what we ended up doing, just
9 like Rick said in his overview, is gating the Florida traffic
10 to agents who were hitting the criteria that is established
11 right now by this typing test.

12 And so that is what Sprint is doing right now. It is
13 continuing to be a work-in-progress as we are continuing to
14 work with staff with the test and making sure that we are all
15 on the same page and that all the agents are doing exactly what
16 we want them to do.

17 MR. McDONALD: Maggie, how does that gating work?

18 MS. SCHOOLAR: What we do is we have attribute
19 routing at Sprint, and so we can gate traffic to particular
20 agents. We can do it with, like, voice carryover traffic can
21 go to particularly trained agents. So what the gating does is
22 we are sending this traffic to agents who have established by
23 the live typing test that they are going over 60 words a
24 minute.

25 And if any agent is under 60 words a minute right

1 now, we are taking them off and retraining them. But it still
2 was not at the 300 calls a month and the 400 calls a month that
3 are being tested. Statistically we were still having -- some
4 people would pass it, and pass it over and over, and then fail
5 it. And we can't seem to figure out what does it takes to get
6 the same agent to pass it every time we do it. So we are not
7 sure if it is the test, or the agent, or what. But what we
8 have done is take those really high speed typers that are
9 passing it and gated the traffic to them.

10 MR. CASEY: Are your other Sprint states aware that
11 you are gating the Florida customers? And if they are aware of
12 it, how do they feel about it?

13 MS. SCHOOLAR: We not only provide service to other
14 states, we also provide national products, Sprint Relay Online,
15 our Internet traffic. We can gate Florida to the higher speed
16 agents and gate our Internet relay product that is not under
17 the state jurisdiction to the other agents in the Miami center.
18 But we have not, we have not discussed this particular
19 situation with other states other than what has been said at
20 the Sprint STARS (phonetic), there has been discussion there.

21 MR. PETERSON: I'm curious how both percentages are
22 different for PC, for PKC, how -- are the deaf -- are the tests
23 different, or are they the same?

24 MS. SCHOOLAR: And that is the million-dollar
25 question, I will tell you. That is what we have been working

on for quite sometime. Sprint came down, and we have come down
2 now, I think, four times, three or four times, three times, and
3 sat with staff, and with a stopwatch, and tried to take exactly
4 how they were assessing service, and then taking it back to
5 Sprint and done the same thing.

6 But month over month we not only have a difference,
7 but it is the exact same difference. When you look at it, it
8 is the same ratio. So just this last Tuesday our quality
9 manager came down again, and sat again, and it seemed like they
10 came -- I mean, I didn't get a full -- Rick, how do you feel?

11 MR. MOSES: Well, the one difference that we saw the
12 way they were testing it versus the way we were testing it is
13 they were using a one paragraph script. In other words, the
14 script would kind of set up the conversation. **And then for the**
15 person that was talking to the CA, and the CA was doing the TDD
16 typing, they would time that one paragraph continually. What
17 we were using were two and sometimes three-paragraph scripts
18 which made the CA transition back and forth, and we think that
19 may have some significance in the difference in the timing.

20 But other than that, what we have agreed to do now to
21 try to get it closer to comparing apples-to-apples, we have
22 selected five scripts, both sides are going to use the exact
23 same five scripts. Of course, we are going to be hitting
24 different CAs here and there, but we have got statisticians on
25 both ends trying to analyze that data. And for each week we

1 are going to trade results and see if we can't get down to the
2 cause of the difference. Because it is too consistent, there
3 has got to be something that is causing it.

4 MS. SCHOOLAR: And it was that staff was using, I
5 think, 150 scripts, and Sprint was using two of staff's
6 scripts. But I think this meeting on Tuesday was very helpful
7 where our team sat and watched them do tests, and then our team
8 did tests, and they sat and watched, and they compared notes
9 back and forth. So hopefully over this next month we will see
10 a merging together of both tests. It has been a very
11 interesting process, and I believe it is going to set a new
12 benchmark for relay.

13 CapTel. Best in class, I'll tell you. Florida has
14 rolled more CapTel phones, has more minutes and more users than
15 any state in the nation. Congratulations, particularly to
16 FTRI! You have done a fabulous job of getting those phones out
17 regularly. We have over 761 phones that have been shipped here
18 to Florida. The minutes here just this last month hit 70,000
19 minutes of use. And the feedback that we are getting is
20 phenomenal. I had to put some quotes in here from some of the
21 users, but we have had a lot of Florida users contacting
22 customer service crying, and thanking us, and saying their
23 lives have changed. I don't know if James has gotten that from
24 FTRI with the delivery of the phones or not, but it has been an
25 amazing thing.

1 So no one in the United States right now touches
2 Florida in the CapTel distribution. We have got twenty-two
3 other states that are doing CapTel, but most of the states are
4 doing very slow and they are not getting the word out there.
5 They don't have the resources to let everyone know, or the
6 connections to the different centers that, of course, we do
7 here in Florida. So excellent job. And these are just
8 beautiful. I hope you all can all read these. They are three
9 of my favorites.

10 MR. MOSES: Maggie, what is CP?

11 MS. SCHOOLAR: Cerebral palsy. So it really, CapTel
12 really has reached a group of people that Relay was not
13 accessible to. And so I just congratulate the state for making
14 this service available. It has really changed people's lives.

15 And now for Greg. And then at the end we will have
16 questions and answers, as well.

17 MR. GANTT: Hello. My name is Greg Gantt and I'm the
18 account manager for Florida Relay. And one year ago, back in
19 August, we got some feedback from the community on several
20 different issues that we were facing with the Florida Relay
21 Services. And one of the ones that was identified out of the
22 several was the lack of Sprint visibility within Florida.

23 And so we took that, and we took some action on it.
24 And what we have done since then is increase the visibility.
25 I, myself, along with the support of our Sprint account

1 management team, have been getting out across the state doing
2 different activities. Since August of 2003 and today, these
3 are the different events that we have attended.

4 And the most significant accomplishment that we have
5 had was the FAD roadshow. And that was coordinated by Chris
6 Wagner, and was able to hit some of -- be able to collect more
7 feedback and be able to provide services for the deaf and
8 hard-of-hearing.

9 And so there -- I think that there were fifteen
10 cities that were scheduled on that roadshow, and that was over
the course of a year. And I was able to make it for several of
those. And if I wasn't able to make it, we sent one of our
13 other account managers to attend. And we got some very
14 valuable feedback from those. We heard, of course, different
15 issues being voiced, some were on services, a few on relay.
16 And what feedback we did get on relay, of course, we wanted
17 to keep.

18 MR. MOSES: Greg, if I could interrupt you just a
19 second. Can you slow down just a little bit. She is having a
20 hard time staying up with you over here. Thank you.

21 MR. GANTT: I'm sorry, I really tend to get carried
22 away. I'm sorry.

23 If you remember, FTRI got together with RDC and we
24 had a conference. And that was where we started our action
25 plan. And that was actually when we started planning to be

1 more visible across the state.

2 Well, actually one other issue that was identified
3 was that FTRI, they were doing the outreach for Florida Relay,
4 and they had the equipment program, as well. And so what we
5 decided to do was to work more closely together with FTRI and
6 with their outreach staff. And so what would happen is we
7 would go out together to be able to support them with --
8 whether it be setting up a booth, or handing out equipment, or
9 advertisement for equipment distribution and so forth to be
10 able to have Relay be more visible. And so what happened was
11 more people were able to see me in person and be able to
12 address different issues with me.

13 Last year, Florida School for the Deaf, I went to
14 their homecoming, and as I speak now they are having their
15 homecoming this weekend, as a matter of fact. Actually, we
16 have another person going there to support us again so that we
17 do have that visibility, getting out in the community
18 supporting FTRI, and the supporting their outreach staff. And
19 so we will have someone there this weekend, as well.

20 FTRI, under the control of James, has planned an
21 annual conference, and that is for RDC under contract. And
22 there is like 16 or 17 different people come, there is training
23 that is offered, equipment is discussed and so forth, and I was
24 there to present on Florida Relay, as well.

25 And at that particular conference, we also worked

1 together to be able to bring in Bob Segalman (phonetic), who
2 talked about speech-to-speech services in particular, and he is
3 really a great presenter. And so he gave a great presentation
4 on that.

5 And FTRI hosted a focus meeting where they brought in
6 different key leaders from throughout the communities in
7 Florida. We were able to have a chance to speak together, what
8 worked, what wasn't working for FTRI, and for Sprint, or for
9 Florida Relay. So we were able to network on that.

10 Here are some more that we have attended. Late
11 January, Sprint hosted an open house with the PRC, our
12 subcontractor for the call center in Miami, and several of the
13 staff were able to come. And a few of FTSA were able to come
14 as well, and they were able to tour the center. Because,
15 actually, that was one of the feedbacks that we did receive was
16 that they wanted to see what the center looked like. They want
17 to see how the call was processed and so forth. And so we made
18 that opportunity available for them to come and take a look at
19 the center. And then, again, we were able to do the same thing
20 on the following Saturday, and that was for the Miami community
21 to come in. So they were able to come in and take a look.

22 In March we had a big consumer event, and that was
23 the roadshow in Miami called Deaf Nation, and that draws about
24 2,000, 2,500, people, and FTRI had a booth there, Sprint had a
25 booth there, and we were able to support each other in

1 accordance with that. And it was very successful. So
2 successful, in fact, that we are considering coming back next
3 again year.

4 CSD, Communication Services for the Deaf, is our
5 subcontractor in Relay, actually within TRS and video relay
6 services, as well. They are in Sioux Falls, South Dakota. And
7 they actually hired an outreach manager and based them in
8 southern Florida, in the Miami area. And because of that, we
9 have been able to work together and to be able to use their
10 services and be able to get their support with going out and
11 being able to attend more events. They are actually at the
12 homecoming game this weekend, and that is who is offering us
13 the support. Part of that is deaf awareness programs. For
14 example, one that happened two weeks ago, when I wasn't able to
15 go, they were able to go and support that event, and so forth.
16 They handed out information on Sprint, on Florida Relay, and
17 also FTRI was able to attend that, as well.

18 Now, our plans from here on out. We have different
19 events planned. Deaf Fest (phonetic), that is actually -- it
20 is the first annual festival, and that is scheduled for
21 Orlando. We will have a booth there. FTRI will have a booth
22 there, as well. I will be attending that for visibility, and
23 support, and so forth.

24 FTRI will have their annual conference right after
25 Deaf Fest. That is also in Orlando. It is good logistical

1 planning on James' part. Thank you for that. I can make one
2 trip. I received a request to attend the National ADARE
3 (phonetic) conference to give a presentation, and have a booth
4 and so forth. So as of right now, I'm sure that we will
5 probably have more events that will be added to the list as
6 time goes on. And then another significant event that we are
7 planning on is this one here.

8 And, again, it is always been my belief that if you
9 meet a person face-to-face, and you get out in and among the
10 community, you're going to get more feedback that way. Rather
11 than sending an e-mail, or a fax, or anything like that, you
12 are going to get more if you meet that person face-to-face,
13 because we are the front line with the community. If we make
14 it out to their area and meet with them, and listen to them,
15 visit with them and so forth, we will get more feedback. And
16 that has pretty much been our experience. And this is the
17 action plan that we have been doing over the last year.

18 MR. McDONALD: Do you have the dates for the two
19 events in November, the Deaf Fest and the annual conference?

20 MR. GANTT: November 6th, which is a Saturday, in
21 Orlando. And then the FTRI Annual Conference starts on that
22 Monday, is that November 8th, and runs through the 11th.
23 Again, that is in Orlando, as well.

24 MR. ELLIS: All right. Good afternoon. I'm going to
25 try to speak instead of sign and have an accident with the

1 microphone, so let's get our communications set up here. Okay.

2 For those of you who have not had the pleasure of
3 meeting me yet, my name is Mike Ellis, I'm the National
4 Director for the Sales Organization within Sprint. I have been
5 with the company almost 12 years specific to TRS. And one of
6 the reasons I am here is because Florida has a very soft spot
7 in my heart in that I was in Maggie's shoes five years ago when
8 you guys released your RFP and was responsible for bringing
9 Sprint to Florida. And so I've got good memories of that
10 process. It is good to be back in the RFP process again.

11 I'm here to share with you more of a global picture
12 of what is happening at the national level. And one of the
13 things that Sprint does is make sure that we give back to the
14 community in a variety of different ways. As a result of the
15 recent hurricanes, our PCS division agreed to offer free long
16 distance to all Floridians to help ease some of the challenges
17 you have had lately.

18 As a result of some of our giving back on a national
19 level, the NAD just recognized Sprint with its most prestigious
20 award, the President's Award. And, of course, we are very
21 actively involved in the past couple of weeks with national
22 deaf awareness across the country to add visibility to all 32
23 of our states as well as international stuff. Maggie and I
24 just got back from New Zealand. Sprint is the first relay
25 provider to acquire an offshore opportunity, and so we went to

1 New Zealand and we are launching services there this November.
2 Just yesterday, in fact, we were on a conference call with
3 people from New Zealand and Australia working on some issues
4 there. If you have any questions about those parts of the
5 world, see us. Okay.

6 One of the things that we are very focused on as a
7 relay provider is making sure that regardless of the challenges
8 from a weather perspective, whether it be snow storms,
9 blizzards, hurricanes, that the consumers of the service do not
10 experience any outages or shortages. As you may remember, your
11 previous provider had some challenges with that, because they
12 only had, really, one center, and they shut down that center
13 and there was no relay services here for several days.

14 Sprint's story is right here, and it pretty much
15 speaks for itself. With the recent four hurricanes, and our
16 thirteen-center network, we have been able to meet the line,
17 meaning meet our service obligations to consumers in Florida.
18 And how we do that is we basically measure what we call average
19 speed of answer and our service level. These two measurement
20 tools are set pretty much by the FCC and the contract that says
21 we have to meet 85 percent of all calls answered in ten seconds
22 or less on a daily basis.

23 So as you can see with Charley, Frances, and Ivan, we
24 didn't miss a beat. We were able to increase the labor hours
25 across all thirteen of our centers, knowing that the Miami

1 center was going to experience some work shortages as people
2 couldn't get to the center, or power was out, or whatever, and
3 we were able to meet the line.

4 And this is all of Florida, including making sure all
5 of our other states do not suffer, as well. Because if we take
6 traffic out of Florida and put it at our other twelve centers,
7 there is going to be some extra burden there. So we are able
8 to do that.

9 The conversion here, if you want to look at it, in
10 terms of 85 percent equates to about a 5.4 average speed of
11 answer. With Jeanne we had a challenge here. We had just on
12 the 25th an 81 percent service level, so we didn't hit it that
13 day. From a consumer perspective, it probably wasn't very
14 noticeable, because by the time you pick up the phone and get a
15 dial tone, it is five seconds. That is really our target. So
16 we missed it to about seven seconds. So it was about a
17 two-second average longer time for you to get that agent
18 position.

19 So we asked ourselves what did we miss, what happened
20 on that day? And so we looked at the call volume forecast.
21 During Charlie, the volume was exactly what we thought it was
22 going to be. There wasn't a spike in traffic like we thought
23 there might be. Frances had a 4 percent increase in traffic;
24 Ivan had 6 percent. For some reason Jeanne created a 20
25 percent spike in traffic that weekend. You tell us what was

1 going on in the community that might have caused that? But
2 when that type of increase happens, we are anticipating more in
3 the 5 to 10 percent. It is too tough to get people in at the
4 last minute. So we did the best we could and we recovered the
5 next day.

6 So this is an important story to remember as you
7 think about your next provider as to who is best equipped to
8 provide you with good quality services in the unfortunate
9 situation of future hurricanes. I think your answer is going
10 to be Sprint.

11 TRS has kind of really taken on a new acronym. It is
12 no longer really called telecommunications relay service. We
13 like to think that we are called total relay solutions. Within
14 the past two years you have seen an evolution and a migration
15 of a whole new portfolio of services other than just TRS.

16 Just here in Florida you have seen this amount of
17 traffic for both interstate and intrastate. What we have also
18 have going on here is Sprint Relay on-line, video relay
19 service, CapTel, relay conference captioning, Sprint relay
20 wireless, and the next slide will show you how the customer
21 trend is changing to a new pot of offerings. This goes back,
22 if you can see this, first quarter '02 to second quarter '04.
23 And this is Florida-specific trending data.

24 So the big blue section is the traditional TRS. The
25 red section is Sprint Relay on-line. Customers who are

1 choosing to use the Internet and our application on the
2 Internet instead of the traditional TTY. You are seeing a
3 significant shift of customers using Sprint Relay on-line. The
4 yellow line is video relay service. Those who prefer to use
5 the various video relay service applications to Sprint's VRS
6 service.

7 And then the new entrant here is, of course, CapTel.
8 What is interesting is that you, TASA, and the Commission staff
9 are only responsible for the blue. All of this is now being
10 paid for by the National Exchange Carriers Association, with
11 the exception of CapTel. So we could take a look at CapTel
12 here, and put it here, and that is your responsibility. So it
13 is real interesting as we look into the next seven years of
14 what the RFP is asking us to do is forecast what the business
15 is going to do. If this trend continues, in seven years there
16 could be all sorts of combinations. So it is an interesting
17 change, but it is important for you guys to be aware that
18 customer behavior is driving the business in different
19 directions.

20 MR. McDONALD: A question for you. I'm not as
21 familiar with the on-line service, obviously it looked like it
22 was growing significantly. How does that differ from some of
23 your other service offerings and why do you think that is
24 growing so dramatically?

25 MR. ELLIS: Sprint Relay on-line is simply an

1 application. Anybody who has a PC can put in
2 www.SprintRelayOnline.com and have an interface with an agent.
3 The same way that a TTY calls 711. So what we think is
4 happening, one, it is much more easier to access. Because as
5 customers go about their daily work, they don't have to move to
6 their landline phone and use a TTY. They are already on-line.
7 They just have to go to our website and process the call and
8 multitask. Easily done.

9 It is much more consumer friendly. It has icons, it
10 has colors, you can change the size of the font and do all
11 sorts of things to customize it to your preferences. It is the
12 thing for kids. I mean, I have got a 14-year-old and
13 11-year-old. I have got a TTY at home. My deaf daughter
14 hasn't used the TTY in almost two years. She gets home, she
15 hops on the computer, she IMs, she does the IM work, and she
16 does SRO. I mean, she does it all and she is 11/12. So the
17 kids are using PC, they are not using TTYs anymore. So there
18 is a trend in that area. Certainly you can ask Jimmy or James
19 what they think is happening in the community, but SRO is
20 popular.

21 What is even more exciting, in fact I heard Jimmy
22 talk about it when he got here, is Sprint Relay wireless. We
23 just launched this two weeks ago. And anybody who has a text
24 pager, side kick, any types of those devices now can download
25 our application and make the same Sprint Relay on-line call

1 using the pager. So now they are no longer tied to a PC. I
2 mean, Jimmy was telling us some amazing stories during that
3 weekend of Jeanne where he was out there using SRW all the time
4 making phone calls that he couldn't have done at home because
5 maybe he didn't have power, he didn't have access to a TTY.
6 SRW, anywhere, anytime, anyplace.

7 So this is definitely our trends. We are shooting
8 for video relay service being wireless, as well. We have some
9 new stuff on the frontier that we are going to be able to do
10 that. And then, of course, CapTel wireless would be really
11 slick. Being able to take my Trio (phonetic), I don't have one
12 handy, but take my Trio phone, it has a large screen display on
13 it and make my CapTel call. I'm hard-of-hearing myself, so I
14 speak into the speakerphone and I can read exactly what is
15 being said on the other end. That is pretty slick stuff.

16 We're looking at some streaming captioning stuff.
17 This is the Relay conference captioning features we have.
18 There is no reason why we can't do voice-to-text technology,
19 similar to CapTel, a lot of different environments, and then
20 vice versa. Having James or Jimmy type something here and now,
21 and it becomes speech.

22 And then most importantly is that Sprint is very keen
23 on listening to what TASA, consumers want. What is their
24 vision for tomorrow? One of the things that Sprint has is we
25 have got over 30 deaf and hard-of-hearing managers throughout

1 our corporation, all of who use this service on a daily basis
2 telling us what is working and what is not, and what their
3 dreams for tomorrow are. So this is really exciting, and we
4 are going to tell more about this in our RFP response. I will
5 hold that for the good stuff.

6 Lastly, I just want to --

7 MR. PETERSON: Going back to CapTel wireless, can you
8 explain a little bit more about that? I've never used that.

9 MR. ELLIS: Sure. I have a Trio handy in my pocket.
10 This is just one of many different possible hand-held devices.
11 That is a phone, it is my Internet, it is my all in one. So
12 what I can do is simply -- suppose I want to use CapTel
13 wireless. I can call Rick from here using my speakerphone
14 directly to him, it connects to the CapTel agent. As Rick
15 responds back to me, I see everything that he says on my
16 screen. He has no idea that I'm reading what he is saying
17 because the speed is 150 to 200 words a minute, 99 percent
18 accuracy. So it is just as good or better than what we have
19 here in CART, and we can have a regular conversation. I don't
20 have to type anything. I speak directly to Rick, he talks
21 back, and I can see what he says via the realtime captioning
22 through CapTel.

23 So there is lots of different devices that can be
24 used to integrate CapTel into wireless. We have to work with
25 the manufacturer to make sure that application is interfactable

1 with this. We are not there yet, but we are working on it. It
2 is a technology that we don't have yet, but there is no reason
3 why it can't happen. So that slide that you have is all about
4 new stuff that you can pin your hopes on if you stay with
5 Sprint for the next seven years.

6 James.

7 MR. FORSTALL: You answered my question about the
8 equipment.

9 MR. ELLIS: Okay. Last but not least, we just wanted
10 to make sure that you understand --

11 MS. BORZELL: I just want to make sure I understand.
12 Regular CapTel works on the same voice captioning premise that
13 wireless CapTel would work on, correct?

14 MR. ELLIS: Yes.

15 MS. BORZELL: Wireless CapTel is available now or
16 not? Is that a future?

17 MR. ELLIS: Future.

18 MS. BORZELL: Okay. You are saying that the speed
19 with wireless is different from regular CapTel? It is about
20 the same?

21 MR. ELLIS: No. It would be the same. There should
22 be no difference. I was referring to the speed because of the
23 technology. A typical conversation is about 150 words a
24 minute, so the CapTel technology can transmit well at 120, 150
25 depending on the conversation flow, and transmit at that same

1 speed. So in fact, sometimes CapTel is too fast for the
2 average reader, because they may not read that fast. So there
3 won't be any issues with transferring that to the wireless.
4 The capabilities of the speed will be phenomenal. It is
5 exciting stuff. It is a good time to be deaf and
6 hard-of-hearing.

7 Last but not least, I just want to thank you for
8 letting us be your provider for the past several years, and we
9 appreciate your business. We appreciate your working with us
10 through some very challenging and important times. We are here
11 and committed to make sure that you have the very best service
12 in the business.

13 Again, I see what happens across the country, and I
14 can assure you Florida has got the best deal going. So thank
15 you. Questions?

16 MR. MOSES: Could we get copies of the slides that
17 you all have presented today?

18 MR. ELLIS: Absolutely Yes.

19 MR. MOSES: Did Sprint have anything else, any
20 additional presentation or anything? Okay

21 With that, if there are no other questions, next on
22 the agenda is the FTRI board presentation on the oversight
23 responsibilities, and I believe Ann Selfer is going to do a
24 presentation on that.

25 MS. SHELFER: Am I on? Okay

1 First of all, I would like to introduce myself. I'm
2 Ann Shelfer, and I am current president of the FTRI. I just
3 have a few comments. And also Doc Horton, our attorney, is
4 available for any questions. Thank you.

5 Rick has asked us to be here and explain the
6 functions of the FTRI Board, and he has allowed us 30 minutes,
7 but I assure you it will not take that long.

8 When TASA was enacted in 1991, the PSC was directed
9 to designate an administrator for access system. By law, the
10 administrator is required to be a not-for-profit corporation
11 incorporated pursuant to Chapter 617, Florida Statutes. The
12 administrator cannot be organized for any purpose other than
13 administrating the access system. In compliance with the law,
14 the Commission directed the local telephone companies to form a
15 corporation to be the administrator, and that is how FTRI
16 began.

17 FTRI is registered with the secretary of state, and
18 we do have tax exempt status because of the nature of our
19 business. As a nonprofit corporation we have members, and the
20 members of FTRI are the telephone companies. We have a board
21 of directors, and the board members are elected annually by the
22 members. We currently have eight members on the board. The
23 board elects the officers, president, vice president, and
24 treasurer, and the president appoints the secretary.

25 The FTRI board functions like many others; we

1 establish policy, develop budgets, approve contracts, generally
2 guide and oversee the operation of FTRI. To run the day-to-day
3 operations, we have an executive director and he is responsible
4 to us to ensure that FTRI is efficiently managed. And James
5 Forstall has been the executive director of FTR since 1995. He
6 was selected after reviewing a number of applications and
7 interviewing several of those applicants.

8 We meet at least four times a year, usually more than
9 that, and at those meetings we receive a report from the
10 executive director on operations. Usually he provides an
11 update on financial matters, outreach, distribution, personnel
12 needs, status of contracts and any matter that needs
13 discussion. To make sure that FTRI does what the law requires,
14 James has a staff of employees. We approve the positions or
15 disapprove them sometimes. And James is responsible for hiring
16 someone for the position and supervision.

17 We, the board, try not to get involved in the
18 day-to-day operations of FTRI. FTRI board members are not paid
19 for their services on the board and we do not get reimbursed
20 for attending the meetings. It is something that we enjoy, and
21 most of our directors serve for several years.

22 And if you have any questions, I will attempt to
23 answer them, or Mr. Horton. Like I said, it is not thirty
24 minutes, but --

25 MR. MOSES: Anyone have any questions for Ann? Don't

1 let her off that easy.

2 MS. SHELFER: Oh, come on. No one has any questions.

3 MR. MOSES: Thank you, Ann.

4 MS. SHELFER: Thank you.

5 (Recess.)

6 MR. MOSES: Okay. If we can get started again,
7 please.

8 Okay. Next up will be James Forstall from FTRI to
9 give us an update on CapTel and also his outreach efforts. And
10 I would like to personally commend James for his efforts on
11 CapTel. He has done an outstanding job distributing the
12 phones, and I want to let him know we appreciate it. And I
13 will turn it over to James.

14 MR. FORSTALL: Thank you. I appreciate that. And if
15 I can add one more comment in regard to CapTel. As you see on
16 the slide right here, we have added the CapTel equipment to our
17 application, and we will start printing that in this current
18 month for dissemination. And I have nothing else to add to the
19 CapTel presentation other than what Sprint already provided.
20 So if anybody else Has any questions on CapTel, I will be glad
21 to answer.

22 If you will just give me a second, I am going to have
23 to switch files on my computer.

24 Okay. First of all, I want to thank you for
25 inviting me here to make a presentation on FTRI, and I plan to

1 give you an overview of what has happened during the last year
2 and a little bit of what we plan for this current fiscal year.

3 Last year -- when I say last year, I'm talking fiscal
4 year 2003/2004, which is from July to June, which is our fiscal
5 year -- during that time period we distributed 69,500 pieces of
6 equipment. And as a slight breakdown of the equipment, the
7 volume control phone for the hearing impaired, which is the
8 amplified telephone, we distributed 52,000 of those. And ARS,
9 which is the audible ringer, which goes in conjunction with any
10 phone for that matter, and we distributed over 12,000 of those,
11 and TTY was 1,237. And other includes equipment that could
12 be TeleBraille, (inaudible) phone, visual ringers, et cetera.

13 And here is a little comparison of the last two
14 years. In 2002 and 2003, we distributed 60,302 phones, and the
15 last fiscal year, 2003 and 2004, we distributed 69,500. It is
16 odd that the number came out to be so even, 69,500. I had to
17 verify that because the numbers just happened to add up to that
18 figure.

19 New clients. Last year we experienced a really
20 tremendous growth in the number of new clients served over the
21 previous year, 25.89 percent growth increase, which is
22 phenomenal. That is the most we have ever experienced, and
23 that contributed to 32,973 new clients. In addition to that,
24 we served 28,334 clients that received other types of services,
25 which could be an exchange for a broken piece of equipment, or

1 modification, or follow-up service.

2 And here is a graph that shows the last eight years
3 of new clients. And in comparison the last two years of the
4 number of services we provided. The year before we provided
5 55,022 and last year 61,307. And that is the total of new,
6 modified, exchanges. And that includes all the distribution
7 centers that we contract with throughout the whole state.

8 Now we are going to talk a little bit about outreach.
9 Last year in working with the regional distribution centers --
10 now, for those of you who are not familiar with RDCs, RDC is
11 our acronym or term that FTRI uses to identify who our contract
12 agencies are throughout the state. They can be known as either
13 a deaf service center, or center for independent living, or a
14 speech and hearing center. Last year in working with them,
15 both FTRI and the RDCs conducted 1,241 different outreach
16 activities throughout the state. That averages to 103
17 activities per month.

18 In addition to that, we recruited and signed up 1,031
19 new business partners. And this business partners has
20 information about both the relay service and the equipment
21 distribution program. And we have, as you notice on the
22 bottom, over 178,441 employees that work for these 1,031
23 businesses, the information has been made available to them.

24 Through the last year and following up with our
25 business partners, and by following up we would call them and

1 find out how they like the kit, if there is anything that we
2 can do to improve it or if they need additional information.
3 And what we have found, the feedback we received is that they
4 wanted something to keep them posted, or in the loop of what is
5 going on throughout the state.

6 And so we developed an electronic newsletter that we
7 sent to all of our business partners throughout the state on a
8 quarterly basis. And we give them tips, and let them know what
9 the current events are in their particular areas, and if they
10 have any more information or need more information, to give us
11 a call or contact us. We found this to be very helpful, and we
12 will continue to do that from here on out.

13 Last year our public service announcement, which was
14 on TV on cable, on Florida Telecommunications Association
15 cable, we had agreed to buy a four-to-one leverage. For
16 every one dollar we spent they would give four to match. As a
17 result last year we received 27.66-to-one leverage, which is a
18 great return, and it will double the amount of leverage we
19 received the year before.

20 The Florida Link, which is the FTRI newsletter, we
21 publish and disseminate to all of our active clients. In this
22 particular edition we decided to include an FTRI application
23 inside of it. And what we -- and the reason we did that was
24 because we wanted our active clients to pass this information
25 on to someone else they know who could benefit from the

1 program. And what we are finding is about one-fourth of the
2 applications that are coming into our office are on these
3 applications. So it has been proved to be an effective tool,
4 and we are very pleased with that.

5 And last year we began translation of the popular
6 Pass Along brochure into Spanish, and we plan on printing that
7 this quarter and disseminating it to the RDCs throughout the
8 state.

9 And outreach activities for this coming year, fiscal
10 year, we contracted with the regional distribution centers
11 throughout the state to provide 2,195 outreach activities;
12 1,463 of those activities will be face-to-face presentations,
13 exhibits, or meeting with service providers about their
14 equipment and relay service, and 732 of those outreach
15 activities will be focussing primarily on the Business Partner
16 Program. In addition to that, we have also contracted with
17 FTCA for another year of 4-to-1 leverage of media buying.

18 That concludes my presentation. Anybody have any
19 questions?

20 MR. CASEY: I had a question on CapTel. I know in
21 the FTRI budget you were authorized to buy 100 CapTel phones a
22 month. Have you experienced any shortages? Are there waiting
23 lists for CapTel phones, or do you have a big inventory or
24 anything?

25 MR. FORSTALL: In the beginning when we first started

1 out, there was a major concern that we were not going to have
2 enough equipment. And for the first two or three months we
3 were just about meeting our supply. However, over the last few
4 months we are okay. Some of the centers have some inventory.
5 And when we say a waiting list, we have people who are waiting
6 to get the equipment, meaning they already have an appointment
7 to go in and get it. There is no one waiting because there is
8 no inventory available to them.

9 MR. MOSES: Ms. Borzell.

10 MS. BORZELL: The question -- I'm sorry, I'm having
11 trouble figuring out if this mike is on or off. The question I
12 have, as you are letting the cat out of the bag more as far as
13 putting the CapTel on the application and on other information
14 you distribute among the general public, don't you anticipate a
15 huge request for these phones, the CapTel?

16 MR. FORSTALL: There is always a possibility. The
17 idea is to get the word out, let people know that it is
18 available. The RDCs throughout the state are promoting it, as
19 they do the distribution, you know, whether they go with an
20 exhibit or a presentation. And we feel like that is going to
21 be a permanent part of the program, and we want to make sure
22 that is added on our equipment application. So, yes, there is
23 a possibility that we might experience a large number of people
24 requesting the phone.

25 MS. BORZELL: And the typical consumer who would look

1 for CapTel would probably be someone who no longer benefits by
2 an amplified phone, but who is reluctant to use VCO, correct?

3 MR. FORSTALL: Correct.

4 MR. MOSES: Beth.

5 MS. SALAK: You referred to active clients. How do
6 you define your active clients?

7 MR. FORSTALL: Active clients are people who are
8 still in the program with the equipment. Inactive clients are
9 those who may have been in the program at one time and returned
10 the equipment for whatever reason and are no longer active.

11 MS. SALAK: And you can count those?

12 MR. FORSTALL: We can track active and inactive, yes.

13 MS. SALAK: My second question is because of
14 something that Mike had said before, and that was about
15 wireless CapTel. And right now I believe FTRI does not
16 distribute wireless equipment.

17 MR. FORSTALL: Exactly. Right now we do not
18 distribute any wireless equipment.

19 MS. SALAK: Do you think legally under our statute
20 you can distribute wireless equipment? And maybe you want to
21 refer to your legal counsel.

22 MR. FORSTALL: I think I will refer that to our
23 attorney.

24 MR. HORTON: I don't know the answer to that one
25 right off the bat. I would initially say probably not.

1 MR. FORSTALL: I will tell you that we do get
2 requests for them.

3 MS. SALAK: I was just going to make a comment that
4 there just seems to be an inequity that if only wireline
5 customers in Florida pay for Relay, that I'm not sure -- I just
6 don't know how -- is it fair for wireless customers to get the
7 benefit unless you are a wireline customer and wireless are the
8 same.

9 MR. FORSTALL: Well, I'm a wireless customer and I
10 use the Relay through wireless, and I don't pay the surcharge,
11 so I agree with you.

12 MS. SALAK: Yes, I understand.

13 MR. MOSES: Jimmy, did you have a question?

14 MR. PETERSON: Talking about the TV advertisements,
15 did you check and see about with all the RDCs, how many of
16 them, how many of the customers saw those ads?

17 MR. FORSTALL: What we have started this year in this
18 contract cycle, we included a new client survey form. And each
19 time a client comes in to get the equipment, they will be asked
20 how did you hear about the program. And we have nine different
21 selections to choose from; family, friend, audiologist,
22 television, website, et cetera. And we are going to use that
23 as a tool to track more specifically how people are finding out
24 about our program.

25 MR. MCDONALD: James, along those same lines, here in

1 Tallahassee I frequently see the 711 golfing ad, which I happen
2 to like. But in terms of those ads, I mean, those are also
3 FTRI ads. How do you measure from those whether you are
4 driving more calls to 711 or the effectiveness of those ads? I
5 mean, personally I like the ads, but I don't have a feel for
6 their effectiveness in your target population.

7 MR. FORSTALL: What we have done to measure from one
8 year to the next, in the first three years or four years of our
9 campaign, we did a survey, a statewide survey, and we did one
10 in the beginning of the campaign, one in the middle, and we did
11 one at the conclusion. And those surveys had shown a
12 measurable result that people are becoming more aware of the
13 program through different avenues, and television was one of
14 them.

15 MR. McDONALD: A separate and unrelated question.
16 I'm not as familiar with the RDC's. How many of those are
17 there? And I trust you track data on amount of equipment
18 distributed from particular centers, and which ones either are
19 in greater demand, or which ones have, you know, distribute
20 more equipment and why that is so that you get a sense of where
21 your clientele is more heavily based, or how you determine
22 where those RDCs ought to be.

23 MR. FORSTALL: We have 17 centers throughout the
24 state. Originally, when the program was first established,
25 there were contracts with training agencies in the major

1 metropolitan areas, and they eventually became a regional
2 distribution center. And by that I mean when they were a
3 training center, all they did was train. They would go out and
4 train clients. When they become an RDC they have equipment in
5 their inventory, which means they can do all the servicing at
6 one time.

7 To determine where and how we determine new and
8 future RDCs, I guess it will be dependent on the number of
9 people in an area and whether there is a demand for more
10 services. We are planning to open up two centers this fiscal
11 year, and one of them will be in Gainesville. And Gainesville
12 is the last remaining training agency, so it will just be a
13 matter of converting them over. And the reason we haven't done
14 it any sooner, they are the last one, is because they are now
15 relocating their office to a new facility and they should be in
16 it by now. So within the next couple of months they will
17 become an RDC.

18 And another area we are thinking about establishing
19 an RDC is in South Florida, where the current RDC may be
20 limited in the amount of hours they can stay open to serve
21 people. So, therefore, we feel like there may be a need,
22 because of the population, to have that choice of where to go
23 to get the service.

24 MR. McDONALD: And each of those RDCs has the same
25 equipment distribution capability, i.e., they handle all of

1 your equipment types, whether it be CapTel or, you know, any of
2 the more traditional services. Each one of the RDCs has the
3 ability to handle all of those equipment pieces, is that right?

4 MR. FORSTALL: That is correct. And everything that
5 an RDC does for FTRI is provided by FTRI. All the publication,
6 all the advertisement, everything is provided to them. And we
7 do reimburse them for the services they provide. If they serve
8 X number of new clients, however many, we have a pay method per
9 service, per type of service. And if they serve 100 clients,
10 they get paid for exactly 100 clients served. There is no cap
11 or ceiling as to how many clients they can serve. It is up to
12 them. It is basically a self-driven process for them, but,
13 yes.

14 MR. McDONALD: And the data you provided shows total
15 number of units. Do you have breakouts by your RDCs? I mean,
16 do you collect data in that fashion?

17 MR. FORSTALL: Yes, we do. We collect weekly reports
18 and monthly reconciliation. Each time an RDC fills out an
19 application, it is forwarded to us on a weekly basis with a
20 weekly report that tallies up all the equipment distributed,
21 all the types of equipment distributed, all the types of
22 impairments, disability. It can be quite lengthy. As you can
23 see with the increase of 25 percent, we have had to hire more
24 staff just due to data entry to keep up with the demand.

25 MR. McDONALD: Thank you.

1 MR. MOSES: Any other questions for James? Okay.

2 Thank you, James.

3 MR. FORSTALL: You're welcome.

4 MR. MOSES: Next we need to determine what future
5 topics you would like to discuss at the next meeting, and also
6 to determine a date for the next meeting. Do any of you have
7 any suggestion of any topics that you would like discussed?
8 You can always e-mail them to me later if you think of
9 anything. We have a lot of time between now and the next
10 meeting. It doesn't have to be done today. What we would like
11 to do, though, is try to tie down a tentative date, though, for
12 the next meeting.

13 Is April a good time? Do you all prefer to have
14 these meetings on a Friday, or is there a better day during the
15 week? Preferably on Friday? Okay. How about April the 8th?

16 Anything else anyone wants to discuss? Bob.

17 MR. CASEY: I had just a couple of questions I would
18 like to ask Sprint, things that I thought about.

19 I'm sure you are aware that the FCC came out with a
20 recent order which contemplates transferring the cost of VRS
21 over to the states and have the states take over that burden.
22 As you probably know in Florida here, that would cause a lot of
23 problems here since we are capped at 25 cents per line. Have
24 you had any feedback from other states as far as the thinking
25 of transferring the VRS costs over to the states from NECA

1 (phonetic)?

2 MR. ELLIS: Yes.

3 MR. CASEY: And that feedback would be?

4 MR. ELLIS: Essentially there is concern not just
5 about VRS, but the possibility of Internet Relay, as well.
6 Because any lawyer, and I'm not one, but any lawyer would tell
7 you that the FCC does not have jurisdiction over interstate
8 commerce. And both Internet Relay and Video Relay, probably 80
9 to 90 percent of those calls are local. And today that is
10 being paid for by NECA. So the states are looking at their
11 funds, and what would we have to do to increase the surcharges,
12 the base rates to take on that cost. And what they are
13 beginning to ask us is so how many minutes of video relay is my
14 state actually generating?

15 Sprint can provide you our statistics based on
16 out-bound numbers only. Because of the origination of Internet
17 services, we don't know what the originating IP is, but we know
18 where it terminates. So we can show reports. I think our
19 number here in Florida, you have about 7,000 minutes of video
20 relay service a month. Well, 7,000 minutes times \$10 a minute,
21 you know, whatever the VRS rate is.

22 MR. CASEY: \$7.29 a minute now.

23 MR. ELLIS: Right, today. Yes. But that's in a
24 global market environment where you don't have a lot of control
25 over the volume because you don't have any restrictions on it.

1 So suppose it is \$7.29 times 7,000 minutes, you can get FTO
2 (phonetic) for about, what, one-third of what your video relay
3 service minute cost would be. Because Sprint has only about 35
4 to 32 percent of the VRS market share. So there are other
5 providers out there processing VRS minutes in Florida that you
6 would have to ask them what their volumes are to get a really
7 good snapshot of what the potential costs would be. The same
8 goes for Internet Relay.

9 So the next challenge becomes how are you going to
10 control who provides it in your state? Because in the current
11 environment you have a sole source procurement where you have
12 one provider of TRS. So if the FCC were to transfer the
13 responsibility of paying for those services, you would have to
14 establish contracts with all of the different Internet Relay
15 providers and all of the VRS providers, or say, you know, we
16 can only have one provider in our state. So you would have to
17 look at your laws, because I know some states have laws that
18 say we can have a sole provider of TRS.

19 MR. MOSES: That's us.

20 MR. ELLIS: So if you were not to change that law,
21 you would then have an issue with the end user community,
22 because Jimmy and everybody else out there today can go home
23 and at 5:00 o'clock call Sprint VRS, at 5:02 call Company XYZ
24 VRS, and at 5:10 call some other VRS company, boom, boom, boom.
25 The same thing with Internet Relay. He can bounce around to

1 four or five different Internet Relay providers out there at
2 any given minute's notice.

3 So if you were to require just one provider, you
4 would be taking choice away from your end user. So, probably
5 in the spirit of consumer friendliness, you would have to amend
6 your law to allow for a variety of providers, or deal with the
7 wrath of the consumers who don't want choice taken away from
8 them.

9 MR. CASEY: And is Sprint planning on filing comments
10 to that FCC order?

11 MR. ELLIS: Does Sprint plan to do what?

12 MR. CASEY: Are they planning on filing comments with
13 the FCC on that order?

14 MR. ELLIS: Yes, we plan to file comments. We don't
15 know what type of comments we are going to file yet. You know,
16 for us it is an issue of being able to forecast our costs and
17 our prices. You know, if you were to send out an RFP, for
18 example, specifically for just VRS, at what call volume should
19 we expect? Because we need to know that call volume to staff
20 the number of interpreters, we would need to staff the centers
21 to meet the line and all the service levels. So it would be a
22 real challenge to give you in a sole source environment what
23 those costs would be.

24 In your current RFP you have asked us to do that, and
25 we are going to take a darn good guess. But I don't know how

1 anybody else could do it. We don't have any valid statistics
2 out there yet, other than what we know to be true today. So,
3 yes, we are going to file comments, we just have to balance the
4 needs of the business versus the needs of the consumers.

5 MR. CASEY: Another topic. This is from an e-mail I
6 received from Chris Wagner who couldn't make it here today.
7 About four weeks ago he sent me a copy of an e-mail regarding
8 511 service and the inability to have it in the Tampa area.
9 Because if he dials 511, he gets Miami, I believe. Now, is 511
10 available through Relay? I don't believe it is in Florida, is
11 it? That is the travel service, 511 travel service,
transportation service. It is not available in Florida, the
511 service, if I call Relay?

14 MS. SCHOOLAR: I think it is. I'm not sure, but I
15 think that we are accessible to all networks. We don't have
16 blocks on any --

17 UNIDENTIFIED SPEAKER: It should be.

18 MR. MOSES: But I think Bob's point is when they call
19 511 they are being connected to the 511 in Miami because that
20 is where the Relay Center is. It is a little different than
21 911 where you know where to route the call back to. And I
22 think there is the problem that is happening to somebody. Say
23 if you are dialing 511, folks down in Miami can't really help
24 them. So that might be something that you want to look into,
25 the call routing.

1 MR. CASEY: And I believe I had an article that
2 Sprint is providing it in California, and I was wondering if it
3 is a similar service or if it could be done here in Florida.

4 MS. SALAK: If that is true for 511, what about 211?

5 MR. CASEY: 211, the same thing. Are you capable of
6 doing the 3-digit calling. I know I called -- after I saw the
7 e-mail, I called 711 and asked, and they connected me with a
8 supervisor, and she wasn't too sure herself. She said that she
9 wouldn't be able to connect to just a 3-digit. And I didn't go
10 any further because I'm not sure that she knew exactly what I
11 meant, and I knew you would.

12 MS. SCHOOLAR: I will. I will get back with you on
13 that.

14 MR. CASEY: Okay. Just accessibility to 211, 511,
15 311.

16 MS. SCHOOLAR: And I believe they are accessible
17 right now, but the routing is the point. Is it routed to the
18 correct area, I'm not sure. I will get back to you on it.

19 MR. CASEY: Kathy.

20 MS. BORZELL: Just a comment, a few comments maybe
21 feedback for Sprint. And I maybe should have brought this up
22 during your presentation. I have done my own little poll among
23 SHHH members about the quality of the captioning on CapTel, and
24 there is really -- what I have found is real mixed emotions.
25 Some people feel like it is the last thing they take out of a

1 burning house is their CapTel phone, and others just put it
2 aside. I have used it myself, and I have had mixed feelings
3 about it. I have actually gone back to VCO. And I will tell
4 you that the quality of VCO has improved dramatically, in my
5 estimation, in the last few years.

6 But I'm wondering, I know you are doing a lot of work
7 to make sure that you have better and better quality with the
8 Relay service. Are you doing the same with quality control on
9 the CapTel captioning service? And that is a comment, but a
10 question, too. Are you going to be monitoring that the same
11 way?

12 MR. ELLIS: I will try to address it the best I can.
13 As you know, CapTel today is still a very new service, and
14 there is only one center in the country providing CapTel
15 agents, and that is based out of Madison, Wisconsin. Those
16 agents are being monitored by our subcontractor, not Sprint at
17 this time. So we would certainly take this feedback to our
18 subcontractor. And we can present to you, perhaps, at the next
19 meeting exactly what their quality assurance program is for
20 those CapTel operators, but it is very, very different than the
21 TRS operator. It is a whole different technology, it is a
22 whole different call processing.

23 So, I think what you are experiencing is the growing
24 pains of an infant product. And with time, as the software
25 becomes more sophisticated and the agents become more

1 comfortable in echoing what they hear from the hearing party,
2 that you will see quality improvements. So thank you for your
3 patience, but, yes, we are certainly aware of it.

4 MR. CASEY: Does anyone else have any questions --

5 MS. BORZELL: Thank you.

6 MR. CASEY: -- or ideas for future topics? That may
7 be one of them. And you can e-mail your ideas to Rick Moses or
8 myself.

9 MR. MOSES: Okay. So we set the next meeting date
10 for April the 8th, and you are going to e-mail any ideas that
11 you have for future topics that you would like to see
12 discussed. And Sprint is going to look into the captioning
13 quality, and also the access for 511 and 211.

14 Are there any other items that you would like to
15 discuss? If not, I thank you all for coming and appreciate the
16 feedback we've gotten and Sprint's presentations, the FTRI, the
17 FTRI board, and everyone.

18 Thank you; and we are concluded. Thank you.

19 (The meeting concluded at 2:48 p.m.)

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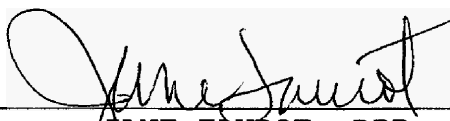
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I, JANE FAUROT, RPR, Chief, Office of Hearing Reporter Services, FPSC Division of Commission Clerk and Administrative Services, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

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

DATED THIS 20th day of October, 2004.



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