

October 25, 2004

RECEIVED FPSC

NOV -4 PM 3:26

Mr. Rick Moses
The Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

COMMISSION
CLERK

CONSUMER

Dear Mr. Moses,

I'm submitting this letter of reference to you for Hamilton Relay Services. I live outside of Baton Rouge, Louisiana. I've used the relay service many times over the past two years and I've never had an unpleasant experience. The operators are skilled and professional. Clearly they are well trained and understand the meaning of "customer service." It would seem that Hamilton's employees work together as a team to insure the satisfaction of its users, regardless if they are novice or experienced clients.

I will continue to depend on the quality service that Hamilton Relay provides.

Sincerely,



Mona Alkadi

Mona Alkadi
Louisiana School for the Deaf
Post Office Box 3074
Baton Rouge, LA
70821-3074

See to DKT file
~~040262~~



RECEIVED- FPSC
NOV -2 PM 4:00

COMMISSION
CLERK

Date:

Rick Moses
Proposals Review Committee
Florida public Service Commission
2540 Shurmard Oak Blvd
Tallahassee, FL 32399

Dear Mr. Moses

My name is Samuel D. LaForte. I am a resident in Palm Beach county, Florida. It has come to my attention that the contract for the current telecommunication relay service provider is soon to expire. I would like to express my support for MCI Global Relay as our next Relay provider.

MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were the first to introduce us to the latest relay technologies such as IP Relay and Wireless IP Relay. And, they have continued to support our local agencies while providing ongoing outreach efforts at the local, state and national level.

I have used their services and am impressed with their quality and innovation. Please consider MCI Global Relay as our next Relay provider so that we may all benefit.

Sincerely,

Samuel D. LaForte

*Docket
file for ~~440763~~
Relay*

RECEIVED: FPSC

NOV -2 PM 4:00

COMMISSION
CLERK

Date:

Rick Moses
Proposals Review Committee
Florida public Service Commission
2540 Shurmdark Oak Blvd
Tallahassee, FL 32399

Dear Mr. Moses

My name is Nancy La Forte. I am a resident in Palm Beach county, Florida. It has come to my attention that the contract for the current telecommunication relay service provider is soon to expire. I would like to express my support for MCI Global Relay as our next Relay provider.

MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were the first to introduce us to the latest relay technologies such as IP Relay and Wireless IP Relay. And, they have continued to support our local agencies while providing ongoing outreach efforts at the local, state and national level.

I have used their services and am impressed with their quality and innovation. Please consider MCI Global Relay as our next Relay provider so that we may all benefit.

Sincerely,

Nancy La Forte

ORIGINAL

OCT 28 PM 2:24
COMMISSION
CLERK

Date: October 25, 2004

Rick Moses
Proposals Review Committee
Florida public Service Commission
2540 Shurmard Oak Blvd
Tallahassee, FL 32399

Dear Mr. Moses

My name is Sydney Beckman. I am a resident in Palm Beach county, Florida. It has come to my attention that the contract for the current telecommunication relay service provider is soon to expire. I would like to express my support for MCI Global Relay as our next Relay provider.

MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were the first to introduce us to the latest relay technologies such as IP Relay and Wireless IP Relay. And, they have continued to support our local agencies while providing ongoing outreach efforts at the local, state and national level.

I have used their services and am impressed with their quality and innovation. Please consider MCI Global Relay as our next Relay provider so that we may all benefit.



Sincerely,

Sydney Beckman

send to ~~040263-IP~~

DKT File

P

 **Sydney Beckman**
1860 NW 13th St. 
Delray Beach, FL 33445

October 21, 2004

RECEIVED-ITSC

04 OCT 26 AM 11:15

COMMISSION
CLERK

Public Service Commission
Telecommunications Access System Act Board
C/O Rick Moses
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

040763

Dear Mr. Moses:

Two months ago, I was asked to write a letter of support for Sprint Company to continue as the vendor of Relay Services for the State of Florida and I did. At that time, I was not aware of Hamilton Relay, Inc. is entering the process of RFP along with other giant phone companies!

I regret the first letter that I wrote to you and please disregard my letter of support to Sprint Company because I am supporting Hamilton to be our next vendor to serve this State of Florida.

I understand that Hamilton is a small company but it has all the necessary equipments and abundance supply of Certified Interpreters. Two things that separate from other giant phone companies such as Sprint, AT&T and MCI are as following:

- 1) After I dial relay phone numbers to Hamilton, I always get responses of less than eight (8) seconds all the times ready to serve me comparing to other phone companies's much more times to response!
- 2) I always use video relay services of Hamilton because the quality of pictures are excellent and the Certified Interpreters are always excellent in receptions of my ASL (American Sign Language) and also always respond to my conversations to the other persons fluidly!

I, as a Deaf Consumer, strongly believe in equal accessible and excellent services of the relay services serving 1.8 millions people with hearing loss as well as hearing people in this State of Florida.

I am asking you, Rick and your Review Board of RFP, to please consider in choosing Hamilton Relay, Inc. to be our relay services as I know for the facts that people with hearing loss will be very happy with Hamilton.

Thank you in advance for considering Hamilton as our next vendor.

Sincerely,

Allan H. Karp

Allan H. Karp
3746 Spring Crest Court
Lake Worth, Florida 33467-2456

RECEIVED IN SC

OCT 25 PM 4:25

COMMISSION
CLERK

Date: 10-19-04

Rick Moses
Proposals Review Committee
Florida public Service Commission
2540 Shurmard Oak Blvd
Tallahassee, FL 32399

Dear Mr. Moses

My name is Bobby Steinman. I am a resident in Palm Beach county, Florida. It has come to my attention that the contract for the current telecommunication relay service provider is soon to expire. I would like to express my support for MCI Global Relay as our next Relay provider.

MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were the first to introduce us to the latest relay technologies such as IP Relay and Wireless IP Relay. And, they have continued to support our local agencies while providing ongoing outreach efforts at the local, state and national level.

I have used their services and am impressed with their quality and innovation. Please consider MCI Global Relay as our next Relay provider so that we may all benefit.

Sincerely,

Bobby Steinman



Mr. Bobby Steinman
7832 Rockford Rd
Boynton Beach, FL 33437

*Send to docket file
040763-TP*

Thanks

R

ORIGINAL

RECEIVED - FSC

OCT 21 PM 2:52

COMMISSION
CLERK

Date: 10-19-04

Rick Moses
Proposals Review Committee
Florida public Service Commission
2540 Shurmart Oak Blvd
Tallahassee, FL 32399

Dear Mr. Moses

My name is Edith Steinman. I am a resident in Palm Beach county, Florida. It has come to my attention that the contract for the current telecommunication relay service provider is soon to expire. I would like to express my support for MCI Global Relay as our next Relay provider.

MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were the first to introduce us to the latest relay technologies such as IP Relay and Wireless IP Relay. And, they have continued to support our local agencies while providing ongoing outreach efforts at the local, state and national level.

I have used their services and am impressed with their quality and innovation. Please consider MCI Global Relay as our next Relay provider so that we may all benefit.

Sincerely,

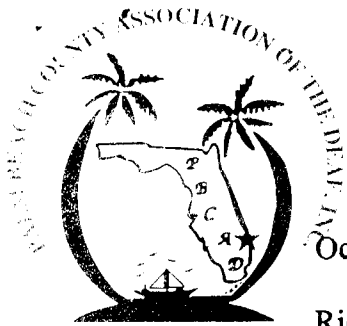
Edith Steinman



Sent to DHT file 040763-TP

*Thank
R*

- CMP 1
- COM
- CTR
- ECR
- GCL 1
- OPC
- MMS
- RCA
- SCR
- SEC
- OTH



PALM BEACH COUNTY ASSOCIATION OF THE DEAF, INC.

3901 DAVIS ROAD, LAKE WORTH, FLORIDA 33461

RECEIVED
OCT 19 AM 10:35

October 11, 2004

Rick Moses
Proposals Review Committee
Florida Public Service Commission
2540 Shurmart Oak Blvd.
Tallahassee, FL 32399

040763-JP

COMMISSION
CLERK
2004 OCT 14 11:00

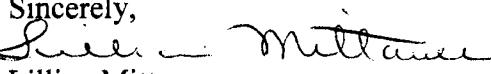
Dear Mr. Moses

I am writing this letter to tell you that MCI Global Relay has my support. I would like for the State of Florida to award MCI the state contract for our relay services.

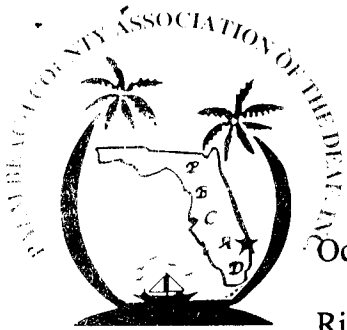
Over the period of the last 3 years, I have had opportunities to use many IP Relay services. My preference has been MCI Global Relay services because they have the best staff and team of interpreters. MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were first to introduce us to the latest relay technologies such as IP Relay and Wireless IP Relay. They have 7-1-1 service which I used in Internet Relay, VRS, and wireless relay which has been such an advantage to me.

As V. President of Palm Beach County Association of the Deaf, I know first hand that MCI Global Relay has continued to support Palm Beach County Association of the Deaf, Inc., a non-profit organization in West Palm Beach, FL. in many functions, workshop, and seminar. As Chairperson for Deaf Seniors of America, I can vouch that MCI Global Relay has given us great support in many past conferences. They have committed to support and work with us for our next conference in Orlando, FL in 2007. They also have continued to support many other local agencies while providing ongoing outreach efforts at the local, state and national level.

I highly recommend that MCI Global Relay as our next provider so we may all benefit. Please feel free to contact me at any time to give additional feedback or comments in support of MCI and its efforts. My fax number is (954) 721-3353 and my email address is LilMitt123@aol.com.

Sincerely,

Lillian Mittauer
V. President of PBCAD

cc. Alana Beal, MCI Global Relay



PALM BEACH COUNTY ASSOCIATION OF THE DEAF, INC.

3901 DAVIS ROAD, LAKE WORTH, FLORIDA 33461

October 11, 2004

Rick Moses
Proposals Review Committee
Florida Public Service Commission
2540 Shurmard Oak Blvd.
Tallahassee, FL 32399

COMMISSION
CLERK

10 AM 10:35

040763-JP

Dear Mr. Moses

It is with pleasure that I am writing this letter of endorsement for MCI Global Relay.

Over the years, I have had opportunities to use many IP Relay services at work and for personal use. My preference has been MCI Global Relay services because they have the best staff and team of interpreters. MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were first to introduce us to the latest relay technologies such as IP Relay and Wireless IP Relay. They have 7-1-1 service which I used in Internet Relay, VRS, and wireless relay which has been such an advantage to me.

As President of Palm Beach County Association of the Deaf, I know first hand that MCI Global Relay has continued to support Palm Beach County Association of the Deaf, Inc., a non-profit organization in West Palm Beach, FL. in many functions, workshop, and seminar They also have continued to support many other local agencies while providing ongoing outreach efforts at the local, state and national level.

I highly recommend that MCI Global Relay as our next provider, as it is critical that we have the best provider for the Florida Relay Service, so that we may all benefit. Please feel free to contact me at any time to give additional feedback or comments in support of MCI and its efforts. My fax number is (954) 920-4550 and my pager address is JudithJCS@tmail.com.

Sincerely,

Judith Toppin
President of PBCAD

cc. Alana Beal, MCI Global Relay

CONSUMER

Please file in DKT # 040763-TR



 **BLOSSOM**
MONTESSORI SCHOOL FOR THE DEAF

Michelle Robie
Vice President of Development

5990 142nd Avenue North ■ Clearwater, FL 33760

Voice: 727.450.3074 ■ TTY: 727.539.7569 ■ Cell: 727.501.6767

Fax: 727.539.7627 ■ Email: mrobie@blossomschool.org



DOCUMENT NUMBER - DATE

09852 OCT 30 2008

FPSC - COMMISSION CLERK



RECEIVED FPSC

October 13, 2004

2004 OCT 15 AM 10:35
OCT 19 AM 10:35

COMMISSION
CLERK

Rick Moses
Proposals Review Committee
Florida Public Service Commission
2540 Shurmard Oak Boulevard
Tallahassee, FL 32399

040763-TP

Dear Mr. Moses,

By way of introduction, my name is Michelle Robie and I am the Vice President of Development for Blossom Montessori School for the Deaf in Clearwater, Florida. We are a school for deaf and hard of hearing children, their hearing siblings, and children of deaf adults (CODA) and the only school of our kind in the entire country. It has come to my attention that the contract for the current telecommunication relay service provider is soon to expire. I would like to express my support for MCI Global Relay as our next Relay provider.

Over the period of the last 5 years, MCI Global Relay has demonstrated their commitment to the deaf and hard of hearing communities of Florida. They were first to introduce the latest relay technologies such as IP-Relay and Wireless IP-Relay. In addition, they have shown tremendous support of our students and the deaf and hard of hearing community here in Tampa Bay while providing ongoing outreach efforts at the state and national level.

I have used their services and am impressed with their quality and innovation. Please consider MCI Global Relay as our next Relay provider so that we may all benefit.

Sincerely,

A handwritten signature in black ink that reads "Michelle L. Robie".

Michelle L. Robie
Vice President of Development

cc Alana Beal, Senior Manager, Business Development, MCI Global Relay
Scott Sasich, National Outreach, MCI Global Relay