

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 110013-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN JUNE 2012, FOR
THE DEAF, HARD OF HEARING,
DEAF/BLIND, OR SPEECH IMPAIRED,
AND OTHER IMPLEMENTATION
MATTERS IN COMPLIANCE WITH THE
FLORIDA TELECOMMUNICATIONS
ACCESS SYSTEM ACT OF 1991.

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COMMISSION
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PROCEEDINGS: TASA ADVISORY BOARD MEETING

TAKEN AT THE
INSTANCE OF: The Staff of the Florida
Public Service Commission

DATE: Friday, November 2, 2012

TIME: Commenced at 1:30 p.m.
Concluded at 3:16 p.m.

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR
Official FPSC Reporter
(850) 413-6732

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FPSC-COMMISSION CLERK

1 APPEARANCES:

2 KIM SCHUR, AUD, Center for Hearing and
3 Communication

4 JON ZIEV, Florida Association of the Deaf, Inc.

5 CHERYL RHODES, Florida Deaf/Blind Association

6 MARYROSE SIRIANNI, BellSouth Communications, Inc,
7 d/b/a AT&T Florida AT&T Florida.

8 LOUIS J. SCHWARZ, Florida Association of the Deaf,
9 Inc.

10 BECKI EDMONSTON, Verizon - South Area Region

11 CHRIS LITTEWOOD, St. Petersburg College Center for
12 Public Safety Innovation.

13 MATT MYRICK and CHUCK HAFFERMAN, AT&T

14
15
16
17 FOR THE PSC:

18 CINDY MILLER, ESQUIRE, BOB CASEY and CURTIS
19 WILLIAMS.

P R O C E E D I N G S

1
2 MR. CASEY: Okay. I think we can get started.

3 Good afternoon. Thank you for coming. My
4 name is Bob Casey, and I'll be introducing everybody up
5 here on the panel in just a moment.

6 The first thing I would like to do is have
7 our attorney who handles Relay matters, Cindy Miller,
8 read the notice.

9 **MS. MILLER:** Pursuant to notice issued this
10 time, date, and place were set for the
11 Telecommunications Access System Act Advisory Committee
12 meeting in Docket Number 110013-TP.

13 **MR. CASEY:** Thank you.

14 I put the agenda up on the slide there. The
15 first thing we are going to do is go over some initial
16 meeting notes, which are housekeeping matters. I'll do
17 the introductions, and then I would like the
18 participants to introduce themselves and who they
19 represent.

20 Then I'll be doing some FCC and PSC updates.
21 And following me will be FTRI, talking about their
22 annual report. And then we'll take a little 15-minute
23 break, and then AT&T Relay will come up and do a
24 presentation. And then after that, we'll discuss any
25 matters that anybody would like to bring up, the board

1 would like to bring up, and we'll conclude.

2 Okay. The initial housekeeping matters.
3 TASA committee members that were scheduled to be on the
4 phone, we're going to take their participant notices in
5 just a minute. But the ones that were going to be on
6 the phone were Kim Schur, Cheryl Rhodes, Louis Schwarz,
7 and Jon Ziev.

8 A transcript will be made of today's meeting
9 and provided to all the TASA committee members. Please
10 make sure your microphone is on when speaking. The
11 green light in front of you should be on. Please
12 silence your cell phones during today's meeting. And
13 if you're going to speak, please state your name before
14 speaking, so we know who is making comments for the
15 record.

16 And for committee members who will be
17 claiming travel costs, please make sure to fill out the
18 Travel Reimbursement Form, which Curtis has put on the
19 side over there.

20 This next slide just shows the Advisory
21 Committee Members and their contact information. I'd
22 like to make one note that Cheryl Rhodes' telephone
23 number on the original slides was wrong, and I did
24 correct it on these slides. I added a slide showing
25 all the PSC contacts that handle Relay, in case you

1 need to get ahold of us by e-mail or telephone.

2 I'd like to introduce -- to my left here is
3 Curtis Williams. He's a member in my section who is
4 taking on the responsibility of a lot of Relay matters.
5 His first Relay matter was to do the five-year
6 recertification at the FCC, which was about five to six
7 hundred pages long. So he learned a lot about Relay
8 doing that, I'm sure. And of course to my right I have
9 already introduced Cindy Miller, who's the attorney who
10 handles all the Relay matters for the Commission.

11 I'd like to go ahead and take participant
12 appearances of the people who are here starting with
13 Maryrose.

14 **MS. SIRIANNI:** Maryrose Sirianni with AT&T.

15 **MR. FORSTALL:** James Forstall with Florida
16 Telecommunications Relay, Incorporated.

17 **MR. LITTLEWOOD:** Good afternoon, Chris --

18 **INTERPRETER:** I'm sorry, for the interpreter,
19 could you repeat who that was, please.

20 (Inaudible; simultaneous conversation.)

21 **MR. CASEY:** Okay. The first person was
22 Maryrose Sirianni representing AT&T. The second person
23 was James Forstall representing FTRI. The third person
24 was Chris Littlewood, who's a member of the TASA
25 committee. Now we'll continue here taking participant

1 appearances.

2 **INTERPRETER:** Thank you.

3 **MR. MYRICK:** Hello everybody. My name is Matt
4 Myrick with AT&T Relay. I'm also a general manager with
5 AT&T.

6 **MR. DENES:** Good afternoon, everyone. My name
7 is Gregory Denes. I am also a general manager with
8 AT&T.

9 **MR. HAFFERMAN:** I'm Chuck Hafferman with AT&T.
10 I'm the area manager that has the responsibility for the
11 Florida Relay Center in Miami.

12 **MR. CASEY:** Okay. That's the appearances for
13 people who are here. Can I take the appearances for the
14 people who are on the telephone, please?

15 **MS. EDMONSTON:** Bob, this is Becki Edmonston
16 representing Verizon.

17 **MR. CASEY:** Okay. Thank you, Becky. Who else
18 do we have on the phone?

19 **MR. SCHWARZ:** This is Louis Schwarz.

20 **MR. CASEY:** Good afternoon, Louis.

21 **MR. SCHWARZ:** And I am from the Florida area
22 coordinator, Association of the Deaf.

23 **MR. CASEY:** Thank you, Louis.

24 Is there anyone else on the phone?

25 **MS. RHODES:** This is Cheryl Rhodes, a

1 representative for the Florida Deaf-Blind Association.

2 **MR. CASEY:** Thank you, Cheryl. Is there
3 anyone else? It doesn't look like it; it doesn't sound
4 like it.

5 I'd like to go into the FCC and PSC updates
6 since our last TASA meeting on April 27th.

7 This next slide is just a reminder when you
8 see FCC orders, if it's preceded by FCC, if the order
9 number is preceded by FCC, it means that it was voted
10 on by the full Commission. If the order number is
11 preceded by DA, that means a bureau did it, and it's by
12 designated authority. That's what DA means, designated
13 authority.

14 And the first order was released June 26,
15 DA 12-996. And in this order the FCC adopted per
16 minute compensation rates to be paid from the
17 Interstate Telecommunications Relay Services Fund for
18 the 2012/2013 fund year for all forms of TRS. And
19 these rates are as of July 1st, permanent rates: \$2.03
20 for traditional, \$3.16 for speech-to-speech, \$1.77 for
21 interstate caption telephone service, and for Internet
22 protocol captioned telephone service; \$1.28 for
23 Internet protocol relay. And for VRS there's three
24 Tiers: For Tier I, it is \$6.24 for the first 50,000
25 monthly VRS minutes. The second tier is \$6.23 for

1 Tier II, which is 50,000 minutes to 500,000 minutes --

2 (Inaudible; telephone speaker interjection.)

3 **MR. CASEY:** Go ahead, did you have a question
4 on the telephone?

5 Okay. Tier III, which are VRS minutes above
6 500,000, is \$5.06 per minute.

7 The second order was released July 13th, and
8 it's DA 12-1130, and it was about Purple
9 Communications. They requested a review of the
10 interstate relay administrator's decision to withhold
11 reimbursement for IP-Relay for days that Purple did not
12 meet the answer time, speed of answer requirement
13 during the four-month period from July to October.

14 Now, Purple protested this, because they
15 believe it should have been based on substantial
16 compliance instead of full compliance. The FCC
17 conceded a little bit, and said that they will
18 reimburse the days that Purple missed compliance with a
19 85/10 standard, and they won't do it for the other
20 days. But the FCC did place on notice VRS providers
21 that violations occurring after the date of that order,
22 they will not go ahead and use the sliding scale
23 approach and reimburse people.

24 Okay. The next order was issued August 10th,
25 and it's DA 12-1318. And in this one the interstate

1 Relay Administrator denied VRS reimbursement to Healinc
2 for July 2011 and August 2011. And, basically, the
3 reason for it was that they were using subcontractors
4 who did not identify themselves as working for Healinc.

5 On September 18th, the FCC released Order
6 DA 12-1505, which granted CSD VRS recertification on a
7 conditional basis for 60 days, and this was pending
8 confirmation of their compliance with all the rules and
9 orders.

10 And they said in the order before granting
11 further certification, the FCC must determine that CSD
12 VRS is qualified to receive compensation from the fund
13 and that grant of such additional certification would
14 be consistent with the objective of preventing waste,
15 fraud, and abuse to the fund.

16 And I believe this is the last order that was
17 issued recently, October 15th. And this one seeks
18 comment on matters raised in recent filings submitted
19 by CSD VRS, a VRS provider. And this is regarding new
20 rates. CSD commented on what new rates should be for
21 VRS, and the FCC put it out for comment so the public
22 could comment on it.

23 PSC updates. On November 30th, 2011, a
24 request for proposal was released for a provider of
25 Florida Relay Service. On February 14th, 2012, the

1 Commission selected AT&T as the Florida Relay provider
2 effective June 1st, 2012. On April 9th, 2012, the
3 Commission signed a contract with AT&T Relay Service
4 for a period of three-years with four one-year options,
5 and the contract includes a new Relay Center which
6 opened in Miami on August 14th, which AT&T will be
7 discussing in a few minutes.

8 By Order Number PSC-12-0257 issued May 25th,
9 the PSC approved a fiscal year 2012/2013 annual budget
10 of \$11,725,413 for FTRI, and that's effective July 1st,
11 2012. By approving that, the Commission kept the
12 current surcharge at 11 cents per month for the fiscal
13 year 2012/2013.

14 Staff filed the five-year FCC state
15 recertification of Florida's Relay Program on
16 September 25th, 2012. I put staff, but I should say to
17 my left over here, Curtis Williams filed the five-year
18 FCC state recertification.

19 The state recertification process is intended
20 to ensure that TRS is provided in a uniform manner
21 throughout the United States and its territories. All
22 states and territories file at the same time up at the
23 FCC. And we should note something, if it's approved,
24 it's going to take probably five or six months for them
25 to look at all those filings.

1 As I announced at the last meeting, the
2 National Association for State Relay Administration
3 held its annual conference in Orlando this year from
4 October 22nd through October 24th. Our own Florida PSC
5 Chairman, Ronald Brisé, presented the keynote address
6 on the opening day of the conference. His presentation
7 was titled, "Are States Meeting the Needs of the Deaf,
8 Hard-of-hearing, Deaf-blind, and Speech-impaired
9 Community." And if you'd like a copy of his
10 presentation, I have it over there on the left on the
11 counter. There's some copies of it.

12 These were the topics covered by the Chairman
13 in his --

14 **MR. ZIEV:** I would like to make a comment.
15 This is Jon Ziev calling. How can I get a copy of that?

16 **MR. CASEY:** I will make sure that everybody on
17 the phone gets a copy, too.

18 And for the court reporter, that is Jon Ziev
19 who joined us.

20 The topics covered in the Chairman's keynote
21 address: How important is Relay service in Florida?
22 Important statistics about hearing loss. Tinnitus.
23 Which, I learned something, I didn't know what it was.
24 What is Florida doing about it, about helping the Relay
25 users?

1 He talked about the Florida TASA Advisory
2 Committee and explained who made up the committee. He
3 went over the FTRI accomplishments for the year, along
4 with describing the regional distribution centers.

5 He went over Florida Relay funding and how
6 our surcharge is made up -- what it's made up of. He
7 went over the Florida Relay contract RFP process. He
8 touched on the new Miami AT&T Relay Center, and then he
9 finally went into the National Deaf-Blind Equipment
10 Distribution Program, and made some comments on that.

11 This year there were about 30 states
12 represented at the conference, which is an increase
13 over past years. In past years it has been down a
14 little bit because of travel budgets and all the states
15 couldn't come. But there was a good showing this year
16 with 30 states, and we're very happy with the results.

17 I'm going to go over a couple of slides that
18 I borrowed from the Chairman's presentation, because I
19 think they are worthwhile going over. As of
20 April 2012, Florida had an approximate population of
21 over 19 million people, and it's estimated that over
22 3 million Floridians are deaf, hard-of-hearing,
23 deaf-blind, or speech-impaired. Florida is the fourth
24 largest state in the U.S. and has the second highest
25 percentage of population who are deaf, hard-of-hearing,

1 or deaf-blind. And that means that almost 16 percent
2 of Florida's population can benefit from some form of
3 Relay service.

4 The Chairman then went into some statistics
5 about hearing loss, which is very educational.
6 Approximately one of every 1,000 infants in Florida are
7 born deaf or hard-of-hearing. Ninety-three percent of
8 deaf children are born into hearing families, while
9 only 7 percent are born into deaf families.
10 Approximately 17 percent of American adults report some
11 degree of hearing loss.

12 And my wife says that I should be included in
13 that, but I have selected hearing. Fifty percent of
14 all baby boomers are expected to have hearing loss.
15 One out of three people over age 65 have some degree of
16 hearing loss.

17 More than 70,000 individuals in the United
18 States, including children and adults, have cochlear
19 implants. It is estimated that over 22 million workers
20 are exposed to hazardous noise on the job. Only one of
21 every five people who would benefit from a hearing aid
22 actually wears one.

23 Approximately 5 percent of American children
24 18 years of age and younger suffer from a hearing loss.
25 This was very interesting to me. Tinnitus. The

1 definition is it is a perception of sound where no
2 external source exists. Those who are affected
3 describe tinnitus as a ringing, hissing, buzzing, or
4 whooshing perceived in one or both ears.

5 According to the Department of Veterans
6 Affairs, it is the number one service connected
7 disability for returning veterans from Iraq and
8 Afghanistan for three consecutive years, and
9 for veterans from all periods of service accounting for
10 over 840,000 individuals. Tinnitus is most often the
11 result of extreme noise exposure from either a single
12 impulse noise or the accumulation of noise exposure.

13 Improvised explosive devices, which we hear
14 about every day on the TV, detonate at decibel levels
15 which are loud enough to immediately leave soldiers
16 with a painful and constant reminder of their service.
17 At the current rate of increase, the number of veterans
18 service connected for tinnitus will increase to over
19 1.5 million by 2014.

20 I just put this on here. This is a letter
21 welcoming NASRA to Florida. This is the first time
22 Florida has hosted the NASRA, the national NASRA
23 conference, and Governor Rick Scott welcomed everyone.
24 A copy of this letter was put in each of the bags the
25 people were presented.

1 Are there any questions or comments?

2 **MS. SCHUR:** Kim Schur.

3 **MR. CASEY:** Okay. Kim, go ahead.

4 **MS. SCHUR:** Kim Schur, Deaf Service Centers.

5 What are they exactly talking about as far as tinnitus
6 and the phone program? How do those two things relate?

7 **MR. CASEY:** With the -- did you say with the
8 Relay program?

9 **MS. SCHUR:** Yes.

10 **MR. CASEY:** Okay. These soldiers are
11 essentially hard-of-hearing when they come back, some
12 are even deaf, and can use the Relay system.

13 **MS. SCHUR:** Right. But they weren't looking
14 to provide something for their tinnitus over the phone?

15 **MR. CASEY:** No, no.

16 **MS. SCHUR:** Okay. It was just the fact.

17 **MR. CASEY:** What the Chairman wanted to get
18 across was that our veterans who are serving over there
19 in Iraq and Afghanistan are being hurt. Their hearing
20 is being affected by these IEDs.

21 **MS. SCHUR:** Absolutely. Okay. Thanks.

22 **MR. CASEY:** Any other questions?

23 **MR. ZIEV:** This is Jon. I wanted to add
24 another comment. I wanted to let you know, maybe you
25 all are not aware -- this is Jon Ziev by the way --

1 **MR. CASEY:** Sure.

2 **MR. ZIEV:** -- I wanted to let you know about
3 the Meniere's disease that is growing. It is growing,
4 so it is not a new area of concern. It's Meniere's and
5 it's like meningitis. I just wanted to let you know.

6 **MR. CASEY:** Thank you. Are there any other
7 questions or comments?

8 **MS. SCHUR:** Kim Schur, Deaf Service Center.
9 Meningitis and Meniere's are not related. Meniere's is
10 a loss of hearing. It's a loss of hearing. Meningitis
11 is a viral disease. They shouldn't be confused.

12 **MR. CASEY:** Okay. Thank you for clearing that
13 up.

14 **MR. ZIEV:** That's correct.

15 **MR. CASEY:** Any other comments or questions?

16 If not, I am going to ask James to go ahead
17 and start his presentation for FTRI, and we will be
18 switching the slides for you. Give me one minute,
19 because I'm going to switch the computer over.

20 Okay. We're ready.

21 **MR. FORSTALL:** Okay. Thank you, Bob. And
22 good afternoon, everyone. It is my pleasure to be here
23 to share with you information about the FTRI program and
24 the number of services that we have provided during the
25 past fiscal year, which starts July 1st and ends

1 June 30th.

2 Next. The number of client services that
3 were provided by FTRI during the past fiscal year
4 includes the services that were also provided by the
5 Regional Distribution Centers throughout the state. A
6 total of 43,179 different services were provided
7 throughout the state. And the different services can
8 be new, modified, exchange, follow-up, and return.

9 New being a client for the first time getting
10 services. Modified may be when a client gets a
11 particular piece of equipment and decides after some
12 time that equipment is no longer a functioning piece of
13 equipment for them. They need to modify it to a
14 different type.

15 And an exchange can be equipment that needs
16 to be changed for whatever reason. It could be that it
17 is broken and needs to be replaced; older equipment
18 that after being in the program for so many years has
19 worn out from use and needs to be exchanged.

20 A return is for whatever reason somebody
21 decides not to participate in the program anymore. And
22 a follow-up is anybody who may need any type of
23 services or pieces of equipment, instead of exchanging
24 the whole type of equipment, it may just be a
25 particular part, or be retrained on the equipment and

1 learn how to use it again.

2 Next. Over the last five years you will see
3 the number of client services. We had a really good
4 year in 2011. And last year, of course, we had a good
5 year, but not as good as 2011. We did see a decrease
6 in the number of client services, but we still are
7 impacting a large number of the people in the state
8 with the program.

9 Next. New client eligibility. Of the total
10 new client providers, service providers last year,
11 19,287 of them were brand new clients that were getting
12 served for the very first time. And you can see
13 looking at the graph the different breakdown of
14 categories. We had 36 of the individuals were deaf;
15 19,082 were hard-of-hearing; 118 were speech-impaired;
16 and dual sensory impaired were 51.

17 The next graph is the number of new clients
18 served over the past five years, six years, for that
19 matter.

20 Next. New client certification. The
21 individuals that are able to certify FTRI application
22 as individuals with hearing loss as approved by TASA;
23 they are the deaf service center director, audiologist,
24 hearing aid specialist, licensed physicians, state
25 certified teachers, appropriate state agencies, speech

1 pathologists, and federal agency.

2 And as you can see, the number one certifier
3 were the deaf service center directors. These are
4 directors that work for the Regional Distribution
5 Centers. When a client goes in to get the services,
6 the directors are able to certify the application as a
7 person having a hearing loss.

8 Next. The age group. Of the new clients
9 that were served for the first time, these are the
10 different age groups. And as you can see, the highest
11 populated age group was the 80 to 89 age bracket, or
12 over 7,500 clients in that age bracket received a phone
13 for the first time.

14 And we do have a high population of people in
15 the ages of a 100 to 109, 93. And we did double-check
16 that to make sure it wasn't a typo.

17 Next. These are the different counties
18 throughout the state that have the highly populated
19 number of services provided. For instance, in Broward
20 County, over 2,551 new clients were provided service in
21 that particular county.

22 And as you see on the side, in Parentheses,
23 2; that means we have two Regional Distribution Centers
24 in the Broward County area. We also have two in Dade
25 County, and we also have two in the Volusia County,

1 which is the Daytona Beach area.

2 Next. The number of equipment that were
3 distributed last year totaled 38,477, which is an
4 average of 3,206 a month. And, of course, the
5 highest type of equipment distributed was the
6 amplified telephone for those with hearing loss,
7 hard-of-hearing.

8 Next. And the next is the graph showing
9 the last six years of equipment distributed.

10 Next. Some of the other services that
11 were provided last year from the FTRI office, we
12 processed 19,464 customer service calls, clients
13 calling into our office for whatever reason. We
14 mailed out a thousand, over a thousand applications
15 to individuals requesting them. And these are
16 people who are calling in asking for application.
17 And they may go to a Regional Distribution Center
18 once they receive the application, or they may mail
19 it in to FTRI. They have that option of going to a
20 center or mailing the application to the FTRI
21 office, and we will provide the equipment from our
22 office.

23 We processed more than 147,000 different
24 pieces of forms, and we conducted over 2,055
25 off-site distributions. And this, the off-site

1 distributions are where Regional Distribution
2 Centers will go to different locations in their area
3 to provide the services directly to the clients.

4 We have found over the past year or two
5 that more and more clients are preferring to go to
6 off-site distribution because it may be closer to
7 their home, and we are finding this to be a really
8 popular service that the centers are providing to
9 the area.

10 Other important facts. We continue to
11 provide education, training, and support to the
12 Regional Distribution Centers. We continue to place
13 a high priority on protecting the integrity of
14 client information by making security enhancements
15 to the system, our database.

16 We operated within budget requirements.
17 We received high marks from the external auditor for
18 financial records and internal control, and during
19 last year we did launch a realtime data entry
20 program for the RDCs. Next.

21 Quality assurance. FTRI continues to mail
22 out quality assurance cards to clients randomly
23 selected through our database to ensure that the
24 services that are provided to them meet FTRI
25 standards. And of the 4,375 that were mailed out

1 last year, we received 1,674 responses for a nearly
2 39 percent return rate, and 91 percent of the
3 responses were positive. All negative responses are
4 forwarded to the Regional Distribution Center to
5 resolve and to follow-up with the client to make
6 sure that they can resolve whatever issue they may
7 have had.

8 And also last year, just last May we
9 started the electronic version of a QA survey,
10 whereby clients who supply FTRI with e-mail
11 addresses, allowing us to send a QA card to them for
12 the same type questions.

13 And the system is automatically set up to
14 generate an e-mail the following morning. At 9:00
15 o'clock the following morning an e-mail is
16 automatically sent out to all the people who have
17 received new services that have provided us with
18 e-mail addresses.

19 And we just started it, and we are excited
20 about the response we are receiving. And right now
21 the returns, the percentage is nearly the same. But
22 we are pleased to see that people are taking the
23 time to respond via e-mail. Next.

24 Outreach. Throughout the fiscal year,
25 FTRI's outreach efforts have stabilized throughout

1 the state. The Regional Distribution Centers
2 continue to provide outreach services to their
3 respective communities to disseminate information
4 about the FTRI program and the Florida Relay
5 Service. And listed below are just some of the
6 different activities that took place last year.

7 Together, FTRI and the Regional
8 Distribution Centers conducted 886 outreach
9 activities throughout the state. That is separate
10 from the 2,000 off-site distributions. The FTRI
11 published and mailed new location postcards to
12 clients in the Lakeland area and the Tampa Bay area
13 because the center relocated, so we wanted to inform
14 the clients of that new location.

15 We also administered a statewide print
16 media campaign using customized RDC ads that covered
17 15 major markets with a combined circulation
18 totaling over 28 million. Continued distribution of
19 the monthly e-newsletters to the RDC staff, we found
20 this to be a useful tool for the centers to keep
21 them up-to-date with what is going on throughout the
22 state. We also developed an FTRI Facebook. Next.

23 This is an example of the postcard that we
24 mailed out to clients living in areas where the
25 Regional Distribution Center relocated. The

1 postcard is printed in both English and Spanish.

2 Next.

3 We also aired, 711, 7-1-1, PSA in major
4 media markets throughout the state, and the video of
5 the PSA was captioned in both English and Spanish.

6 Next.

7 The next slides are samples of the
8 newspaper ad. As you can see, we did it in Spanish,
9 as well. Some of the articles, some of the ads were
10 in color, some were in black and white. The
11 response has been really, really positive in the
12 newspaper ads, so we are pleased to have seen that
13 the ads did create a positive response.

14 And, again, we did customize. And in
15 case -- and in areas that you can see, the middle --
16 the middle ad, you will see three different centers
17 located on that one ad. There is the Center for the
18 Hearing and Communication, Center for Independent
19 Living of Broward, and the Deaf Service Center of
20 Palm Beach County.

21 And the reason we did that was because
22 that newspaper, that particular newspaper served
23 both areas; it overlaps. So we wanted to make sure
24 that the people who received the newspaper were
25 aware that there were three different locations that

1 they can go to within their viewing area. Next.

2 And, of course, this is a map of the
3 different centers throughout the state. Number 15,
4 RDC 15, Disability Solutions of Independent Living
5 in Daytona Beach has ceased, they have decided not
6 to participate with the FTRI program starting
7 July 1st, 2012. However, we have do have a
8 distribution center in the Daytona area. Next.

9 Our closing statement. FTRI continues to
10 maintain its status as an administrative center
11 concentrating on oversight of the Regional
12 Distribution Centers, contractors, and equipment
13 vendors.

14 The FTRI administrative office directly
15 serves approximately 20 percent of Florida residents
16 statewide. Since the inception of the equipment
17 distribution program in 1986, over 474,000 residents
18 have been provided with telecommunications equipment
19 and support services of which approximately 395,830
20 are still active.

21 Any questions?

22 **MR. CASEY:** I have a question. Could you
23 update us on the National Deaf-Blind Equipment
24 Distribution Program and what the status of that is
25 right now?

1 **MR. FORSTALL:** Okay. The National Deaf-Blind
2 Equipment Distribution Program took effect July 1st,
3 2012. And as of today, we have received applications
4 from 18 different individuals throughout the state
5 applying for the program. As of today, we have
6 served -- we have placed equipment to two of them. We
7 are in the process of conducting assessments and
8 ordering equipment for some. That's basically where we
9 are right now.

10 **MR. CASEY:** Thank you.

11 One comment I would like to make to Cheryl on
12 the line, on the telephone. Cheryl, last week at the
13 NASRA Conference, the National Association of State
14 Relay Administrators, the Bureau Chief for the FCC who
15 handles deaf items told us that the National Deaf-blind
16 Equipment Distribution Program money was distributed
17 based on population this year.

18 He also said that in future years it may be
19 based on the actual number of deaf-blind people in the
20 states. And I know there is no good way to count them
21 right now, but please keep that in the back of your
22 mind that in the future they may go to try and count
23 the number of deaf-blind people in each state and
24 allocate that money on a yearly basis based on that.

25 **MR. ZIEV:** I have a comment; this is Jon Ziev,

1 and I have two questions. The first question I have is,
2 I'm wondering if you all keep track of how many people
3 are actually moving into the state and asking for
4 services?

5 **MR. CASEY:** Could you speak up a little bit?
6 How many people are actually what?

7 **MR. ZIEV:** Yes. I'm asking how many people
8 move in -- if y'all keep track of how many people are
9 moving into the state asking for services.

10 **MR. CASEY:** We don't have a figure of how many
11 people are moving into the state asking for services. I
12 do know that 1,000 people a day are moving into Florida,
13 and if you use that 16 percent percentage of the
14 population of Florida that need those services, you can
15 get an estimate. About 160 a day.

16 **MR. ZIEV:** Okay. And my next question, my
17 second question is that I noticed here on the
18 distribution of equipment, Item F, it says other
19 point -- the other 90 percent, or 9 percent. What is
20 that?

21 **MR. CASEY:** James is looking on the slide
22 right now. If you will just give him a second.

23 **MR. FORSTALL:** The other .9 percent, yes.
24 Unfortunately, I don't have it on this slide, but I did
25 have it in my annual report. That would make up any

1 other type of equipment that is not a ringer, that is
2 not a TTY, that is not a visual ringer. The ARS is an
3 audible ringer. If you are looking at the slide, the
4 ARS is an audible ringer. Of course, the TTY
5 is self-explanatory. The VRS is the visual ringer.
6 CapTel and BCPA, which is a volume control phone, we
7 have several in the program. So anything else that does
8 not fall into that category would be other. And some of
9 them can be Braille TTY, deaf-blind communicator. We
10 also have equipment --

11 (Inaudible; simultaneous conversation.)

12 **MR. ZIEV:** Okay. You have clarified what I
13 asked. Thank you.

14 **MR. FORSTALL:** Okay.

15 **MR. CASEY:** Okay. There is one other question
16 I needed to ask James. There has been some talk that
17 CapTel, Incorporated, would be distributing the Internet
18 CapTel phones through the Regional Distribution Centers.
19 I know that we wouldn't have anything to do with it, but
20 do you know if they are making contracts with the
21 Regional Distribution Centers to distribute the Internet
22 CapTel phone?

23 **MR. FORSTALL:** Yes. I can bring you up to
24 speed on that. I did meet with WCI a couple of weeks
25 ago in Orlando. Originally, the centers would contract

1 with WCI-CapTel to set up a similar program that is in
2 place by Caption Call, which is a Sorensen product.

3 And Sorensen had approached the centers to
4 display the phones in their office. And if a client
5 was interested in a Caption Call phone, which is an
6 Internet-based telephone, then they would sign them up
7 or put them in contact with the Caption Call
8 representative, and at that point the client and
9 Caption Call -- services are provided by Caption Call
10 and not by the Regional Distribution Center.
11 Basically, the centers are making the referral.

12 And CapTel had approached the RDCs to do the
13 same thing, to set up the same type arrangement, and
14 they will be doing the same thing with the CapTel 840i,
15 which is still an Internet telephone. Again, they will
16 be making the referral and the centers will be paid by
17 the service provider, which is WCI and Caption Call for
18 making the referral.

19 **MR. CASEY:** Okay. And either FTRI or the
20 Commission won't be involved in any of that, correct?

21 **MR. FORSTALL:** That is correct.

22 **MR. CASEY:** Okay. Thank you. Does anyone
23 else have any comments or questions?

24 **MR. SCHWARZ:** Yes, I have a question here.

25 **MR. CASEY:** Go ahead.

1 **MR. SCHWARZ:** This is Louis speaking.

2 **MR. CASEY:** Go ahead.

3 **MR. SCHWARZ:** This is for James Forstall.

4 What happened with my inquiry between you and
5 then going through the lawyers in regards to which case
6 is going to be covered for the signal alert and also
7 the smoke detectors?

8 **MR. FORSTALL:** Yes. You had mentioned that to
9 me, and we met with the gentleman by the name of -- my
10 goodness -- Gary Leftler (phonetic). Does that name
11 ring a bell to you, Louis?

12 **MR. SCHWARZ:** Yes, yes.

13 **MR. FORSTALL:** Okay. We have did meet with
14 him, and, of course, FTRI's attorney and myself met with
15 him, and we did talk about it, and it does not fall
16 within the definition of TASA. And basically that is
17 where we left it. Since it did not fall within the
18 definition, FTRI cannot distribute that piece of
19 equipment.

20 Is that the answer?

21 **MR. SCHWARZ:** Okay. And that is the final
22 answer?

23 **MR. FORSTALL:** Yes, sir. That's it.

24 **MR. SCHWARZ:** Okay. Thank you.

25 **MR. CASEY:** Okay. Other questions, comments?

1 **MS. RHODES:** I have a question from Cheryl
2 here.

3 **MR. CASEY:** Go ahead, Cheryl.

4 **MS. RHODES:** Okay. James, I have two
5 questions to ask you. The first one is I've got some
6 statewide things from the deaf-blind community, and they
7 want to know why they need to have an evaluation for
8 equipment? And I told them that I would ask you today
9 about that. So would you mind explaining why we need to
10 have this evaluation?

11 I'm assuming you mean it's an evaluation to
12 figure out which equipment is best to suit them. Is
13 that the reason?

14 **MR. FORSTALL:** Yes. That is correct, Cheryl.
15 According to the FCC rules that we have to conduct an
16 assessment on each individual to make sure they meet the
17 requirements as established by the FCC.

18 **MS. RHODES:** Okay. That's fine. That answers
19 my question. Okay. So now I can clear that up to the
20 individuals that are asking those questions.

21 My second question is for volunteering online
22 and printing out a form and sending it in to FTRI for
23 later on, and then I got sent a different form asking
24 different questions. I filled that out again answering
25 the different questions. I thought maybe it was just

1 some kind of a -- maybe something that was put online
2 once, and that would be as (inaudible). Maybe my
3 suggestion would be instead of sending those two forms
4 out to be filled out, maybe to have something that is
5 all-inclusive so that is only done once instead of
6 twice.

7 **MR. FORSTALL:** Okay. I think I know exactly
8 what you're talking about. When you go online, there
9 are two separate forms to be filled out. One is an
10 application to apply for the program, and the second
11 form is basically an instruction form to explain what
12 support documentation is needed to be sent along with
13 the application. So you only have to fill out the
14 application one time, but, you know, you may be required
15 to send in support documentation explaining proof of
16 income requirement, because there is an income
17 requirement that you have to meet in order to qualify
18 for the program.

19 So the two forms, like I said, one is for the
20 application and the other one is support documentation
21 that explains what the requirements are for a person to
22 be eligible for the program or to qualify for the
23 program.

24 **MS. RHODES:** I see. Okay. Is that support
25 form online? Because I have only seen the one. Is that

1 second form online?

2 **MR. FORSTALL:** Yes. They are both online, but
3 you have to click in two different places. The links
4 are right underneath each other. If you want, I can
5 e-mail you both of the links so you can see them.

6 **MS. RHODES:** No, it's okay. I have already
7 sent in my application and the other form, but what I
8 would like to see is to make it easier for deaf-blind
9 people in the future, just to have one separate thing.
10 Just because to have different things in different
11 places can be kind of difficult, so --

12 **MR. FORSTALL:** Okay. We will do everything --

13 **MS. RHODES:** -- maybe just have a drop down
14 menu with those links instead of having those links in
15 two different places. That's just a suggestion.

16 **MR. FORSTALL:** Okay. We want to do anything
17 we can to make it easier for the individuals. We also
18 have some printed in Braille, one in Grade 2 Braille in
19 case individuals request those. But I'll be happy to
20 talk with you to see how we can work together to make it
21 easier for everyone.

22 **MS. RHODES:** Okay. Thank you very much.
23 That's all I have.

24 **MR. CASEY:** Does anyone else have any
25 questions or comments? Chris, go ahead.

1 **MR. LITTLEWOOD:** This is Chris, James. I just
2 wanted to ask about the QA that you sent out. That was
3 sent out only to new clients, correct?

4 **MR. FORSTALL:** Yes, that is correct. If I may
5 add, because we are doing the electronic version, we
6 just started doing it, we are now able to do a follow-up
7 QA survey to those same individuals who got the new one,
8 the first one, the initial one. Thirty days later we
9 will send a follow-up e-mail asking them questions about
10 the equipment they got.

11 The first e-mail, the first survey is on the
12 services they receive from wherever they -- you know,
13 were served initially, receiving the equipment and the
14 training, et cetera.

15 Then the second e-mail survey is on the type
16 of equipment they received. We want to make sure that
17 the equipment they received works and is meeting their
18 needs. And that has been -- we have been getting good
19 response from that, as well.

20 **MR. LITTLEWOOD:** This is Chris again. Okay.
21 The reason for my question is I think it's an excellent
22 idea to be able to do surveying to the users. And this
23 comes from the e-mail inquiry and the discussion we had
24 earlier this year when we changed Relay service
25 providers.

1 People that have been using the distribution
2 equipment for several months or several years, I have
3 had the same CapTel phone in my home for at least three
4 years, and I started to notice around the same time
5 that we had the change of Relay service providers that
6 I was having a lot of dropped calls, where the person I
7 was speaking to could no longer hear me or I couldn't
8 hear them with what little residual hearing I have, and
9 sometimes the caption dropped off.

10 And James and I discussed it, and I switched
11 out to some newer equipment and that problem seems to
12 be corrected. But my concern is people that have been
13 using older equipment and are very satisfied, if they
14 don't have a recourse -- or they may not necessarily be
15 complaining, but they may be having problems and not
16 understand why, because not all the users are aware
17 that we switched Relay service providers.

18 And I'm not saying that it's necessarily a
19 new provider's fault, but if we have a problem with the
20 equipment itself, or the person in the middle, the ISP,
21 or, you know, the telecommunications provider. Like,
22 if it is Verizon, or BrightHouse, or whatever and there
23 is a problem, then the QA survey may help if it is sent
24 out to older customers. But I understand that there
25 is -- and also a built-in caveat to that that FTRI

1 doesn't necessarily have an e-mail address for older
2 customers.

3 **MR. ZIEV:** Yes, I have a comment.

4 **MR. CASEY:** Go ahead.

5 **MR. ZIEV:** This is Jon for James. I was
6 planning to go ahead and add the VP for customer service
7 --

8 **MR. CASEY:** Could you repeat that, please.
9 Could you repeat that, please, a little louder?

10 **MR. ZIEV:** What if I want to go ahead and
11 offer a VP for, like, you know, for people to go ahead
12 and call in to get help, you know, with -- to get help
13 with their VP instead of calling in?

14 **MR. FORSTALL:** If I understand your question
15 correctly, you're suggesting that maybe FTRI have a VP
16 number available for those who wish to call in using VP?

17 **MR. ZIEV:** Correct.

18 **MR. FORSTALL:** Okay.

19 **MR. ZIEV:** Yes, and then that way they can
20 have access to that specific number, and on the RDCs as
21 well.

22 **MR. FORSTALL:** Okay. I can only speak for
23 FTRI, our office at this point. We do have a VP set up
24 in our office, however, it is my personal VP number.
25 I'm not sure I will be willing to publicize that. But I

1 will see if we can make another one available to those
2 that may be interested in calling to customer service.
3 I believe some of the Regional Distribution Centers do
4 have VP in their office, and maybe Kim can answer that
5 question.

6 **MS. SCHUR:** Kim Schur. Yes, we have several
7 VPs (inaudible) -- anyone that needs to call through on.

8 **MR. CASEY:** This is Bob Casey. There is one
9 comment I would like to make for Chris. We did change
10 Relay providers July 1st of last year. But as far as
11 CapTel goes, they are using the same CapTel service.
12 Both providers used the CapTel centers out of Madison
13 and Milwaukee, Wisconsin. And they subcontract that
14 work to them. So it probably was your equipment rather
15 than the providers. And AT&T may want to go into that
16 in their presentation later on.

17 **MR. FORSTALL:** And I'd like to follow-up with
18 Chris's comment. Anytime a client of ours has an
19 equipment, a 200 CapTel is an example, and they call our
20 office, we will switch it out for them. But we won't
21 know unless they call us.

22 **MR. CASEY:** James, this is Bob again. Do you
23 have any idea how many CapTel 200, the old phones, we
24 have out there?

25 **MR. FORSTALL:** Not off the top of my head.

1 I'm sure we can find out. But we do have over 4,000
2 CapTel users in the State of Florida.

3 **MR. CASEY:** Okay. Thank you.

4 Are there any other questions or comments?

5 Okay. It is just about 2:30. Let us take a 15-minute
6 break and come back at 2:45, if you would, and we will
7 get started right at 2:45.

8 Thank you.

9 (Recess.)

10 **MR. CASEY:** Okay. It's 2:45. I think we can
11 get started again. Our next presentation will be AT&T,
12 and Matt Myrick will be doing the presentation, so we
13 will turn it over to Matt.

14 **MR. MYRICK:** Good afternoon, everybody.

15 **MR. ZIEV:** Hi, I'm sorry. This is Jon Ziev.
16 I have a question before we get started. Is this a live
17 streaming? Do we have live streaming for this?

18 **MR. CASEY:** No, we don't have live streaming
19 on this today.

20 **MR. ZIEV:** Okay. All right. That's fine.
21 Thank you. I just thought I would ask. I knew I may
22 have joined late and didn't want to miss it. Okay.
23 Thank you.

24 **MR. MYRICK:** Okay. Again, my name is Matt
25 Myrick, and I am the general manager for Florida Relay

1 Services. And I want to kind of introduce you to our
2 agenda for our review of TRS, which is
3 Telecommunications Relay Services and CapTel traffic.

4 Some of the items that we're going to be
5 talking about throughout the presentation is the volume
6 for TRS and CapTel, the call type comparison for TRS,
7 center distribution of Florida Relay traffic, and our
8 outreach updates.

9 The TRS minutes that we handled in September
10 of 2012 is the intrastate minutes, which is 105,397,
11 and the interstate minutes is 27,436. Our CapTel
12 minutes intrastate is 169,334 minutes, and the
13 interstate is 72,445. And these were all session
14 minutes, okay.

15 Any questions on these call volumes?

16 Okay. The next one is the call type
17 comparison, the percentage of traffic in September. We
18 have ASCII, which is .4, Spanish Relay calls --

19 **MR. SCHWARZ:** This is actually Louis, and I
20 was wondering if you could please repeat that, please.
21 The numbers that you had just stated?

22 **MR. MYRICK:** And which one is that, for TRS or
23 CapTel?

24 **MR. SCHWARZ:** For the CapTel, if you could. I
25 am seeing the numbers on here, and they looked a little

1 bit different, so I was wondering if you could repeat
2 what you had just said.

3 **MR. MYRICK:** Sure. The intrastate minutes in
4 September alone is 169,334 minutes, and for interstate
5 it is 72,445.

6 **MR. SCHWARZ:** Okay. What I'm actually seeing
7 under the TRS number is saying that 105,397, and
8 interstate is 27,000. So did we possibly get those
9 switched or what? It's not matching up with the
10 PowerPoint.

11 **MR. MYRICK:** No, no.

12 **MR. CASEY:** That is correct. Those numbers
13 were for TRS minutes. Now, the CapTel minutes are
14 169,334 for intrastate and 72,445 for interstate. He
15 was providing you both, TRS minutes and CapTel minutes.

16 **MR. SCHWARZ:** Oh, okay. I just wanted to
17 clarify that. Okay, now I understand. It was going so
18 quickly I think I might have missed it.

19 **MR. MYRICK:** Okay. This is Matt speaking. I
20 will try to go a little slower. And if you don't have a
21 copy of the PowerPoint, I'll be happy to provide you
22 with the copy that I have here in front of me.

23 All right. Moving forward, the call type
24 comparison --

25 **MR. SCHWARZ:** Yes, I've got a copy of the

1 PowerPoint. This is Louis speaking. I apologize. I
2 just -- I wasn't quite following what was going on, but
3 I'm following you now.

4 **MR. MYRICK:** Okay. Thank you. And going back
5 to the call type, we have Spanish Relay calls, which is
6 4.6 percent. We do have speech-to-speech, which is
7 1.8 percent. TTY, which is, of course, obviously the
8 largest, it was 77.2 percent. We had VCO for voice
9 carryover, which is 6.9 percent; and hearing carryover
10 at .1 percent; and voice users at 9.1 percent. So these
11 are all the percent of traffic that was routed through
12 the Miami Center in September alone.

13 The next slide I'd like to bring you through
14 is the distribution of Florida Relay traffic in
15 September. The total Florida Relay calls that we
16 handled were 71,297. And of those calls received in
17 Miami, the call received is 61,078.

18 And the Miami Center began handling the calls
19 effective as of August 14th, 2012. And currently, per
20 the contract, 75 percent of all the calls are to be
21 handled in Miami. And we currently handled for the
22 September month alone 85.7 percent. So we are
23 exceeding in those areas.

24 And we have -- currently, in the new Miami
25 Call Center, we have 44 operators, which includes

1 center managers and operators.

2 Now, I do want to share with you guys that
3 with Hurricane Sandy, we had no direct impact on
4 Florida traffic, so we have exceeded in that category.
5 And we have five other -- four other Relay centers in
6 the United States, and none of those Relay centers were
7 impacted. So we have met every single call at
8 100 percent. Okay.

9 **MR. CASEY:** I have a question for you, as long
10 as we are on the Miami center. I think you indicated
11 that certain calls are routed to other centers. I
12 believe it was Spanish. Where are the Spanish calls
13 going?

14 **MR. MYRICK:** Okay. All the Spanish Relay
15 calls will be handled in our San Antonio Relay Center,
16 and that's the only location where we will handle all of
17 our Spanish Relay calls.

18 **MR. CASEY:** Okay. Are there any other type
19 calls that are routed to other centers, or is it just
20 Spanish?

21 **MR. MYRICK:** Yes. We will have
22 speech-to-speech, and speech-to-speech Relay calls are
23 handled in Norton, Virginia.

24 **MR. CASEY:** And those are the two types of
25 calls that are routed to other centers?

1 **MR. MYRICK:** Correct.

2 **MR. CASEY:** Thank you.

3 **MR. MYRICK:** And, Chuck, is that correct?

4 **MR. HAFFERMAN:** That is correct.

5 **MR. CASEY:** Thank you.

6 **MR. MYRICK:** All right. Moving forward to the
7 next slide. I'd like to provide you with the updates on
8 Florida Relay and CapTel. The Florida Relay event and
9 the Florida Relay brochure and design -- the Florida
10 Relay event, we're aggressively working on the 2013
11 schedule, and we are going to be very proactive
12 throughout 2013. And the other thing I wanted to
13 mention was FTRI and AT&T, we are working closely with
14 Colleen Schuster to develop a new Florida Relay
15 brochure. And so hopefully we will have this design
16 ready for the next TASA meeting to show and for public
17 use in early 2013.

18 **MR. CASEY:** Okay.

19 **MR. MYRICK:** The next slide. I'm going to
20 hand this over to Gregory Denes, who is our new channel
21 manager, so I am going to let Gregory Denes take the
22 floor.

23 **MR. DENES:** Hello, everyone. This is Greg
24 Denes. I'm the new channel manager with AT&T. I'll be
25 working on Florida Relay and CapTel, primarily the

1 outreach and the outreach events where I will be doing
2 different presentations educating potential consumers
3 about Relay and CapTel. I have so far been working with
4 FTRI doing joint presentations at different deaf clubs,
5 and we have quite a few outreach events scheduled for
6 the month of January.

7 A little bit about my background. I
8 graduated with a degree in Communications from the
9 University of Akron. I also hold an Associates of
10 Business Degree from Indiana University. I do have
11 experience with ASL in the deaf community through my
12 older brother James, who is completely deaf. And I'm
13 looking forward to working with the State of Florida
14 doing the different outreach events and educating new
15 consumers and current consumers on some of the
16 technology advancements with Relay, and then also
17 sharing information about CapTel services.

18 **MR. MYRICK:** Okay. Thank you, Greg.

19 And some of the Florida outreach events that
20 we want to share with you, on July 20th we held our
21 Pre-bash Kick-off event that was located at the Rosen
22 Plaza Hotel, and we had approximately 600 to 650
23 attendees. And we had a wicked good time, and so we
24 partied all night long. We had a great event. We had
25 caricatures, we had a DJ, we had very good food. James

1 can elaborate on that.

2 And on July 21st, we had the Wet'n'Wild
3 event. We primarily promoted on Florida Relay Services
4 and CapTel. And on September 8th, they had the MATA
5 Expo, which was held in Kissimmee, Florida. So we had
6 two other channel managers on our team that attended
7 the event, and they were Kenya Lowe and Doug Berasco.
8 We have a unique team. You know, if one of our channel
9 managers cannot make it to a particular event, we have
10 other channel managers that try to fill in. So we have
11 a very dynamic team.

12 And we also participated at the Northeast
13 Florida Association of the Deaf Relay presentation that
14 Gregory Denes presented to. That was on August 13th.

15 And when we present to the Florida
16 Association of the Deaf, we like to educate the Relay
17 consumers what the difference is between the Sprint
18 Relay Services and the AT&T Relay Services. So we have
19 different technology that we use for 711.

20 So if customers, you know, go to dial 711, we
21 want them to understand what technology is being used,
22 and that technology is called UFA, Upfront automation.
23 So that allows a customer who wants to expedite their
24 calls without having to wait, you know, between the
25 connection from the time that the Relay user places the

1 call and gets connected to the operator, so we have a
2 technology that helps expedite these type of calls.

3 And we also will be participating at the
4 Communication and Technology Expo in Tampa, Florida --
5 or is that Clearwater?

6 **MR. DENES:** Tampa.

7 **MR. MYRICK:** Tampa. And the other one, the
8 last event, but not the least, is the Miami Picnic and
9 Mini Deaf EXPO, November 18th.

10 And these are some of the event photos that
11 you can see that we participated at, and our pre-bash
12 celebration flyer that went out throughout the deaf
13 community.

14 **MR. CASEY:** I have a question for you. On
15 your outreach events, when you say you are doing CapTel
16 outreach, is that just for the landline one, or are you
17 promoting the Internet CapTel at all at these events?

18 **MR. MYRICK:** If we have customers that come to
19 us with CapTel-related questions, and if it is
20 Internet-based, we can refer them to WCI. But if it is
21 landline-based, we will refer them directly to FTRI, and
22 we will actually give the names of the contact person
23 that represents FTRI.

24 **MR. CASEY:** Great.

25 And I had a question for Greg. Are you based

1 in Florida now?

2 **MR. DENES:** Yes, I am.

3 **MR. CASEY:** You live in Florida?

4 **MR. DENES:** Yes.

5 **MR. CASEY:** Welcome to Florida.

6 **MR. DENES:** Thank you.

7 **MR. CASEY:** It's a little better than Indiana
8 and Ohio, isn't it?

9 **MR. DENES:** Absolutely.

10 **MR. MYRICK:** All right. Any questions on the
11 outreach event? Okay.

12 **MR. ZIEV:** This is Jon Ziev. I have a
13 question.

14 **MR. MYRICK:** Yes, sure.

15 **MR. ZIEV:** Okay. The question I have, I am
16 just curious if AT&T, if you are selling equipment or
17 not?

18 **MR. MYRICK:** As far as the Internet-based
19 CapTel?

20 **MR. ZIEV:** Yes.

21 **MR. MYRICK:** At this time we are not, and we
22 are awaiting the approval for our certification to
23 disseminate CapTel, Internet-based CapTel products. So
24 at this time we are not. But when we do start selling
25 CapTel 840is, we will let the Florida community know.

1 **MR. CASEY:** This is Bob Casey. Just because
2 we switched providers doesn't mean that the Internet
3 CapTel phone is not available to consumers in Florida.

4 James, correct me if I'm wrong, but the phone
5 is still available to the consumers for \$99, is that
6 correct?

7 **MR. FORSTALL:** Yes. However, are you talking
8 about the Internet-based?

9 **MR. CASEY:** Right.

10 **MR. FORSTALL:** Well, eventually they are going
11 to be free for everybody. That's why WCI is working
12 with the Regional Distribution Centers to give them away
13 free.

14 **MR. CASEY:** That's good information. I didn't
15 know that. So they are working to give away the
16 Internet CapTel phones at the Regional Distribution
17 Centers at no cost?

18 **MR. FORSTALL:** They are going to set up the
19 840i, which is the Internet phone, in the Regional
20 Distribution Centers for the centers to make referrals,
21 and all of those phone referrals will get a free phone.
22 So WCI will not be selling them to those individuals.

23 **MR. CASEY:** And will those phones be on loan,
24 or are they actually providing those phones?

25 **MR. FORSTALL:** That I don't know.

1 **MR. CASEY:** Okay. That's fine. That's good
2 information to know. Thank you.

3 **MR. SCHWARZ:** This is Louis, and I have a
4 question, as well. Oh, actually I think -- nevermind.
5 I will go ahead and hold for the next time.

6 **MR. CASEY:** Okay. And I believe Cindy Miller
7 has a question.

8 **MS. MILLER:** At your outreach events, are some
9 of the customers having difficulty with the different
10 system that's being used by AT&T?

11 **MR. MYRICK:** That's a good question. We have
12 had some customers who had issues with their long
13 distance carriers, so that would be considered COC,
14 choice of carriers. And we had one customer that came
15 to us and was for the first time being charged through
16 their telephone bill. And we found out that that
17 customer had unlimited calling ability, but they were
18 being charged by AT&T.

19 So what we did, we went into our -- what they
20 call a Relay customer profile, and we added the new
21 telephone provider that that customer had. So that
22 customer had a voice-over-IP phone, so we were able to
23 add that choice of carrier to our list of choice of
24 carriers, and then we were able to resolve that issue
25 with the customer who was being charged on a monthly

1 basis. So that has been corrected.

2 And so going forward, if any customers do not
3 see on their RCP a choice of carrier that's not listed
4 there, we will then add them to the choice of carrier
5 listing. But if they are there, then there is no
6 reason that they should be charged on a monthly basis,
7 unless they don't have a specific long distance
8 carrier. It is imperative that the customers have a
9 long distance carrier of their choice. So, yes.

10 Did that answer your question?

11 **MS. MILLER:** Thank you.

12 **MR. MYRICK:** Very good. All right.

13 The list of Florida outreach events for 2013.
14 We are being very proactive for preparing for 2013, and
15 some of the events that you can see that we will be
16 participating at is the Life After 50 Funfest-Senior
17 Show which is located all throughout the entire state.
18 So we will be participating at many of those events.

19 We also will be participating at the ATIA
20 2013 Orlando Annual Conference; National Hearing
21 Conservation Conference; Deaf Nation Expo; Hearing Loss
22 Association of the Deaf; Hearing Loss Association of
23 Florida state-wide meeting, which will be held in
24 Sarasota, Florida; Funfest and Jamboree on June 27th;
25 44th Biennial Florida Association of the Deaf

1 Conference in October; Academy of Doctors and Audiology
2 (ADA) Convention in November; and Florida Council on
3 Aging and Conference, and that will be held -- is to be
4 announced.

5 And there are many other events that we will
6 be closely collaborating with FTRI, AT&T, and, you
7 know, and many other senior citizen events across the
8 State of Florida.

9 **MS. SCHUR:** Kim Schur.

10 **MR. CASEY:** Go ahead.

11 **MS. SCHUR:** We have in our place now the 840i
12 that they can purchase for \$40 through a program. So,
13 yes, yes, we have been referring people for that also if
14 they have the high speed Internet. So that's good news
15 to hear from James that eventually it's going to be
16 free.

17 **MR. MYRICK:** It's nice to know that we have
18 the North Pole in South Florida where we are giving away
19 free CapTel phones. So that's big news for us. Yes, we
20 didn't know that.

21 So before we go on to questions, I just want
22 to recognize that we are celebrating our 25-year
23 anniversary. We have been in the relay business since
24 1987. And I want to thank you, Bob Casey, Curtis, that
25 participated at the welcoming ceremony that we had

1 right after the NASRA conference. And it was small, it
2 was nice, just took the opportunity to recognize our
3 services.

4 And the last thing I wanted to point out
5 there is that AT&T is committed to our national No
6 Texting While Driving Campaign, so that is something
7 that we will always be emphasizing at each and every
8 one of our outreach events.

9 Well, that's it for me. And I'll ask for any
10 questions.

11 UNIDENTIFIED SPEAKER: Good luck with that.

12 **MR. MYRICK:** Thank you.

13 **MR. CASEY:** One thing I would like to ask,
14 there are some members of the committee who live in
15 South Florida. Would they be able to go to the new
16 Relay Center and set up something ahead of time and take
17 a tour of that Relay Center?

18 **MR. MYRICK:** Yes. We have not made the
19 official announcement yet for the center opening.
20 Initially, we were going to invite the PSC Commissioners
21 and FTRI staff, and so we're going to hold this in early
22 2013 and talk about inviting the community and getting
23 together to show the new center that we have in Miami.

24 **MR. CASEY:** Jon, one thing that you brought up
25 on the telephone, you were asking if we were going to be

1 live streaming. I just have been told that no, we are
2 not live streaming, but a copy of this will be available
3 on our website after this meeting, so you will be able
4 to go in and see the video.

5 MR. ZIEV: So, I mean, why are you doing it
6 that way?

7 MR. CASEY: I didn't ask our technician. I
8 was under the understanding that, no, we are not going
9 to live stream at this time. Would you prefer to live
10 stream; was that helpful at the last meeting?

11 MR. ZIEV: Oh, yes. That way I could just see
12 everything clearly. I could match it up with the
13 PowerPoint. It was much more streamlined that way.

14 MR. CASEY: Okay. We'll see if we can't set
15 it up on future meetings, then. That's nice to know.
16 We'll see if we can setup live streaming. But a copy of
17 this --

18 MR. ZIEV: Yes. Remember when, like, Louis
19 was confused about that sort of thing, about the numbers
20 and all of that. I mean, I was a little bit confused,
21 too. And I was just trying to, like, I'm trying to
22 remember is this the new PowerPoint or the old
23 PowerPoint. I was just really -- I mean, if it's live
24 then I can just see in realtime what's going on.

25 MR. CASEY: Okay. Our technician just came in

1 and announced that we are live streaming right now. He
2 went ahead and put it on live streaming, so you can see
3 all our faces.

4 Are there any questions? Chris.

5 **MR. LITTLEWOOD:** Okay. A question for you
6 guys. First, regarding what you said, Matt, about the
7 texting and driving campaign, I was just thinking about
8 this earlier today. And I know it's kind of off the
9 subject, but it would be great if we all as a community
10 worked with the Department of Transportation to have
11 places where people could pull over and text instead of
12 text and drive, but that's just a sidebar.

13 Anyway, the question I had was you mentioned
14 earlier in your presentation about the different call
15 types and the number of calls. I was wondering if you
16 did any tracking as far as the number of 911 calls that
17 come in through TRS.

18 **MR. MYRICK:** Okay. That's a very good
19 question. That's something that I don't have in my
20 report, but if you would like me to add this to the
21 future reports, I would be happy to do that to show you
22 the number of 911 calls that we receive.

23 **MR. ZIEV:** Yes. And also I would like to see
24 if it is at all possible to see, like, how many, like,
25 Spanish, how many English calls, just to have that

1 comparison to kind of see, like, where it is for the
2 regional -- you know what I mean? To see the region
3 centers to see, like, who is the heaviest of one center
4 or the other and that sort of thing to see where the
5 target areas are.

6 **MR. MYRICK:** Yes. That's a very good point.
7 This is Matt speaking. And, you know, I have several
8 roles. I work in DC, I work in Virginia, and I work in
9 Florida. And one of the things that I want to share
10 with you guys that I did in Virginia, and Virginia has a
11 very large Spanish population in northern Virginia. And
12 one of the things that Clayton Bowen and I -- Clayton
13 Bowen is the State Relay Administrator for Virginia --
14 and one of things that we did together was we identified
15 the Hispanic Yellow Pages, and we advertise aggressively
16 through the Hispanic Yellow Pages. And we found that
17 not shortly after, like, six months that there was like
18 a 416 percent increase in Spanish Relay calls.

19 So those calls had dropped over time, but,
20 you know, with the advertising directly to the Spanish
21 community -- hearing loss is very dominant throughout
22 the Hispanic communities. And so that is one of the
23 things that I would like to bring to Florida, and to
24 focus and to advertise throughout the Hispanic
25 communities in Florida. So that's something that Greg

1 and I are going to be working on, you know, because we
2 would like to see that volume grow and to educate the
3 Hispanic communities. So good, good question.

4 **MR. CASEY:** Chris, I had a question for you.
5 Aren't you on a FCC 911 board or something?

6 **MR. LITTLEWOOD:** That's correct. I am on the
7 Emergency Access Advisory Committee for the FCC, and
8 that was a big part of the reason for my question is we
9 are making recommendations for next generation 911, and
10 -- I'm sorry, making sure that different communication
11 access is available for the different modalities,
12 caption, and TRS, and videophones, and things like that.

13 So my concern, which I continue to mention,
14 is the number of calls that are received through a PSAP
15 for 911 calls. PSAP is public safety access point for
16 those that aren't aware, and just making sure that the
17 PSAP understands how to handle those calls. And there
18 is significant training, and in most cases they do, but
19 just identifying the gaps and where they are and
20 knowing how many calls come into 911 from TRS is very
21 important.

22 And what we found on a national level is that
23 is something that is not tracked. So it would be very,
24 very important, Matt, if you could add that to your
25 statistics as far as annual calls or quarterly calls

1 that are received that go to 911.

2 Additionally, what I would say is in your
3 outreach efforts explaining to the public that use
4 Relay or things like that exactly how things are
5 handled differently if somebody uses a TTY or a Caption
6 Phone, and they call 911, that it goes direct to the
7 PSAP and not through 711 or a Relay service. And not
8 everybody understands that those calls are handled
9 differently.

10 **MR. CASEY:** Thank you. Does anyone have any
11 questions or comments for anyone?

12 MR. ZIEV: Yes, I do.

13 **MR. CASEY:** Go ahead.

14 MR. ZIEV: So, Bob, I'm just curious about the
15 contacts with the FCC. I was just wondering if there is
16 a possibility of moving that kind of contact to VRS, to
17 the state level, or is that not possible?

18 **MR. CASEY:** Are you speaking of Chris and his
19 membership on that board?

20 MR. ZIEV: No, I was talking to Bob.

21 **MR. CASEY:** Okay. And your question is about
22 VRS coming to the states, is that what you're talking
23 about?

24 MR. ZIEV: So remember when we were talking in
25 the last meeting that you were thinking about possibly

1 the FCC ordering that the states assume the
2 responsibility for VRS?

3 **MR. CASEY:** Right. Last week --

4 **MR. ZIEV:** So I was just wondering if there
5 were any more discussions about that or --

6 **MR. CASEY:** As a matter of fact, just last
7 week the FCC Bureau Chief who handles Relay was making a
8 presentation, and I specifically asked him about that.
9 And he said that he sees no reason to put it on the
10 states at any time right now. He doesn't see it
11 happening. So that's a change in the philosophy of the
12 FCC. Because a few years ago they kept saying, states,
13 you're going to get this, you're going to get this and
14 you're going to be responsible for this VRS and
15 IP-Relay.

16 **MR. ZIEV:** That's good news.

17 **MR. CASEY:** Thank you. Chris had a question.

18 **MR. LITTLEWOOD:** Yes, Bob. This is Chris
19 speaking. If I could ask who the bureau chief was at
20 the FCC that you spoke to?

21 **MR. CASEY:** It is Greg, and his last name is
22 tough, it's H-B-L-E-K, I believe. It's tough to
23 pronounce.

24 **MR. LITTLEWOOD:** I know who you're talking
25 about. Okay. Thank you. I don't know how to pronounce

1 his last name, either.

2 **MR. CASEY:** Yes. And he is a deaf person. He
3 is the first deputy bureau chief at the FCC, which is
4 great.

5 Any other questions or comments? Okay. I
6 would like to add that our next conference, our next
7 meeting is tentatively scheduled for April of next
8 year. And I'd like to remind anybody who needs the
9 travel reimbursement form to pick one up over on the
10 side there. I think, Chris, you are the only one,
11 today. And with that, we can wind up the meeting if
12 there are no other questions or comments. Thank you
13 for coming. I appreciate it.

14 UNIDENTIFIED SPEAKER: Thank you. Bye.

15 (The meeting concluded at 3:16 p.m.)
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STATE OF FLORIDA)

: CERTIFICATE OF REPORTER

COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, 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 30th day of November, 2012.



JANE FAUROT, RPR
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