

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: April 10, 2017
TO: Carlotta Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Curtis J. Williams, Office of Telecommunications *CW*
RE: Docket No. 170039-TP - Document Filing

Please file the attached comments from Hamilton Relay on the proposed RFP in Docket No. 170039-TP.

Please let me know if you have any questions.

Thank You.

Attachment

RECEIVED-FPSC
2017 APR 10 PM 12: 01
COMMISSION
CLERK

Curtis Williams

From: Gary Lewien <gary.lewien@hamiltonrelay.com>
Sent: Friday, March 17, 2017 12:07 PM
To: Pamela Page; Curtis Williams
Cc: Beth Slough
Subject: Bidders' Conference Discussion Items
Attachments: 2017-03-17 FL Bidders Conf. Suggested Changes.docx

Good morning,

Hamilton respectfully submits the attached document for discussion at the TASA Bidders' Conference on March 23, 2017. Should you have any questions, please do not hesitate to contact us.

Sincerely,

Gary Lewien | Hamilton Relay

O: 402.694.7369 | gary.lewien@hamiltonrelay.com

CONFIDENTIALITY NOTE:

This email and any attachments are confidential and may be protected by legal privilege. If you have received this email in error, please immediately notify the sender by return email and delete all copies of this email.

Hamilton submits the following information for discussion at the TASA Bidders' Conference on March 23, 2017.

On September 23, 2015, Hamilton Relay, Inc. (Hamilton) and Sprint Corporation (Sprint) filed a joint petition to urge the Commission to modify two legacy requirements: (1) The equal access requirement, which requires TRS providers to offer consumers access to their interexchange carrier of choice to the same extent that such access is provided to voice users; and (2) The obligation to "be capable of handling any type of call normally provided by telecommunications carriers" to the extent that it requires providers to offer users the "same billing options (e.g., sent-paid long distance, operator assisted, collect, and third party billing) traditionally offered for wireline voice services" (referred to as the "billing option" requirement). Specifically, the Petitioners request that the rules exempt providers of traditional TRS and CTS to the extent that they do not assess a separate toll charge for long-distance traffic that they carry.

On March 14, 2016, Hamilton filed a Petition for Interim Waiver of the equal access and billing option requirements and requested that the waiver remain in effect until the effective date of any permanent exemption.

On August 24, 2016, the FCC granted temporary waivers of the following:

- "...The equal access requirement as applied to traditional TRS, STS, and CTS, provided that they do not assess separate charges on TRS users for long distance service. This temporary waiver will expire two years from the date of this Order, or on the effective date of a Commission rulemaking or other decision as to the continuing application of the equal access requirement to traditional TRS, STS, and CTS, whichever is earlier."
- "...The billing options requirement as applied to traditional TRS, STS and CTS, provided that they do not assess separate charges on users of these services for long distance calls. In other words, petitioners need not provide the same billing options (e.g., sent-paid long distance, operator-assisted, collect, and third party billing) traditionally offered for wireline voice services if they do not assess charges for long distance calling. This temporary waiver will expire two years from the date of this Order, or on the effective date of a Commission rulemaking or other decision as to the continuing application of the billing options requirement to traditional TRS, STS, and CTS, whichever is earlier."

"We caution, however, that Sprint and Hamilton must continue to handle and complete TRS calls from inmates of correctional facilities."

- Permissibility of Free Long Distance Calling "...Given the widespread bundling of long distance with local calling, we find no basis to conclude that, in today's environment, offering free long distance calling to TRS users would provide an impermissible incentive for them to make long distance calls."

Therefore Hamilton submits the following changes to the FPSC's TRS RFP Draft for discussion at the Bidders' Conference:

40. Billing Arrangements

~~The provider shall bill for charges for collect calls, person to person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. The provider shall also arrange for billing to any industry standard local exchange or competitive local exchange company calling card. For calls billed by or on behalf of the provider, the bidder shall include a complete description of how users will be billed for all calls. This description shall include the bidder's procedures for obtaining billing information from the local exchange and competitive local exchange companies, whether the billing will be performed directly by the provider itself or contracted, specific credit cards or telephone calling cards to which calls can be billed, and a sample bill format. The bidder shall also explain how it will respond to customer inquiries about erroneous bills and how credits will be issued or refunds made.~~

In accordance with the August 24, 2016 FCC Order of Interim Waiver of Sections 64.604(b)(3) and 64.604(a)(3)(ii) Provider will provide long distance service to TRS and CTS users at no cost to the users.

41. ~~End User Billing for Intrastate Calls~~

~~Intrastate toll calls placed through the relay system and billed by or on behalf of the provider shall be billed to the voice or TDD caller at 50 percent of the provider's rate for non-relay calls. An additional 10 percent discount (60 percent total discount) shall apply to calls to or from the dual sensory impaired; the provider shall develop a system for identifying such users and applying the discount to their calls. Timing for timed intrastate call billing shall begin when the relay operator advises a party to proceed with the call and shall not include any initial time by the operator to explain how relay service works.~~

~~The bidder shall explain how its discount toll plan subscribers would be billed for relayed calls billed by or on behalf of the provider. For example, if a bidder offers a discount for over five hours of usage per month, the bidder should explain how a subscriber to that service would be billed for any relay calls made during the month.~~

~~The provider shall not charge the end user more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. The provider can accomplish this by obtaining necessary billing information about the end user's local company in order to ensure that it does not bill in excess of those rates (e.g., extended area service calls, extended calling service calls, etc.) so that the end user's local company can bill for relay calls under the local company's rates. If this alternative approach is taken, the provider shall submit the billing information to the local company in an industry standard format and the provider shall incur whatever costs are required to correctly format the billing information so that the local company can bill the calls.~~

~~Of the two approaches described above, the bidder should indicate how it will initially bill calls and the provider shall advise the FPSC's contract manager whenever it changes billing methodologies.~~

42. Relaying Interstate and International Calls

The provider shall be required to relay interstate and international calls that originate or terminate in Florida. The provider shall not include in its bill for Florida relay service any charges or time associated with interstate or international calls.

~~If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a non-relay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder shall indicate how its rate for interstate and international calls will compare to the rate for non-relay calls and whether any discounts or additional charges will apply to interstate and international relay calls.~~

43. End User Selection of Carrier

The provider shall allow a caller to select an available interexchange company other than the provider for completion of toll International calls and billing purposes. ~~The provider must meet current and subsequent requirements of the Network Interconnection Interoperability forum for handling end user requests for a carrier other than the provider. The bidder shall include a copy of the current standard along with its proposal and the provider shall provide to the FPSC any subsequent updates in the standard as soon as they are adopted.~~

44. Recipient of Toll Revenues

~~The relay provider or its underlying telecommunications provider shall be allowed to retain the toll revenues for all long distance calls billed by or on behalf of the relay provider or its underlying telecommunications provider.~~

45. Long Distance Call Billing

Operator handled calls from inmates at correctional facilities, payphones, to and from international locations, to Directory Assistance, and calls placed to pay per call services (e.g., 900 numbers) calls shall be carefully supervised and disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to ensure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds. Bidders shall specify the record system for identifying and documenting long distance and toll calls for billing purposes. The record shall contain, at a minimum, the following information:

- a. Telephone number or credit card number to be billed (NPA-prefix-line number)

b. Originating and terminating telephone number (NPA-prefix-line number)

c. Originating and terminating exchange named.

d. Date

e. Start time

f. Call duration to the full second (the time in between start time and end time). ~~Long distance calls billed to subscribers shall be listed chronologically and reflect the connect time of such calls based on the appropriate time zone. Bidders shall also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, and how the billing record detail will be transmitted to the billing agent (if any).~~