

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: July 11, 2017
TO: Carlotta Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Curtis J. Williams, Office of Telecommunications *CJW*
RE: Docket No. 140029-TP - Document Filing *BS*

Please file the attached documents from James Forstall and Brett Bascom in Docket No. 140029-TP. The documents contain responses to various questions/data requests regarding FTRI's FY 2017-2018 Budget.

Please let me know if you have any questions.

Attachments

RECEIVED-FPSC
2017 JUL 11 AM 8:44
COMMISSION
CLERK

Curtis Williams

From: Beth Salak
Sent: Monday, July 10, 2017 2:42 PM
To: Curtis Williams
Subject: FW: Workpapers and notes for Category II, FTRI 2017-2018 Budget
Attachments: SKMBT_36170504140700.pdf

From: Brett Bascom [<mailto:bbascom@ftri.org>]
Sent: Thursday, May 04, 2017 5:16 PM
To: Beth Salak
Cc: James Forstall
Subject: Workpapers and notes for Category II, FTRI 2017-2018 Budget

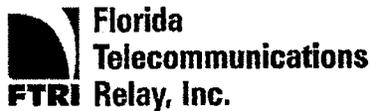
Beth,

I have attached the information, notes and workpapers for Category II.

I have taken the time to add explanatory notes and am forwarding the information as discussed in our meeting last week.

Thanks
Brett

Brett A. Bascom
Business Manager
(850) 205-1470 ext. 225
Florida Telecommunications Relay, Inc.
1820 East Park Avenue
Suite 101
Tallahassee, FL 32301



Line Item Information
FTRI FY 2017-2018 Board Approved Budget
Submitted to the FPSC Staff on Monday, March 1, 2017

The 2017-2018 Budget for FTRI was developed with the information available at the time of analysis. The analysis and preparation of the budget was started in December 2016 and completed Mid-February 2017. A Budget Committee meeting was held by the Board of Directors on February 23rd and the Board of Directors approved the budget on March 1st. Due to the time frame of preparation and due date for submission, Current fiscal year data available for analysis was July 1 to December 31, 2016.

SPECIFIC information and workpapers for CATEGORY II-Equipment

There are no notes or worksheets for items budgeted at zero.

Line 8 – VCO/HCO – TDD

Source Documents used:

General ledger and Purchase Orders available.

Review of posted amounts and known orders in process at the time of budget preparation. January to December 2016 was reviewed.

One known order was in process for 20 units in January 2017.

Methodology:

Budget as close to FYE 2017 estimate as possible.

Line 12 – VCP Hearing Impaired

Source Documents used:

Vendor Equipment Orders Report, for trailing twelve months of data and consolidated by quarter for comparison purposes.

Methodology:

A comparison of 1st half of the year and the second half of the year was done for the most recent two fiscal years that data was available. Historically the second half of the fiscal year is always higher in purchased equipment, due to distribution of equipment being higher in the second half of the year.

Using the most commonly distributed Cordless phone, which is also the most commonly distributed phone overall, a comparison of first half of the year to second half of the year of the XLC3.4 phone revealed a difference of 21.84% higher purchases in the second half of the year.

A comparison was done to compare the second half of the previous two completed years, January – June of 2015 and January -June 2016 to determine a same period year over year increase or decrease.

Using total units of all cordless phones January – June 2015 versus 2016 eliminates the changes in the vendor's introduction of new models of phones and retirement of old models within similar categories. Examples of this would be an XLC-2 being phased out and an XLC3.4 being introduced.

Cordless January – June Totals.

2015 = 8274

2016 = 8137

Difference = 137 or 1.65%

Using Quarterly totals and applying these percentages we can arrive at an estimate for FYE June 2017, estimating January -March and again April – June, 2017.

Spreadsheets are prepared and used in analysis of this data. The Spreadsheets are used for organization of the data into quarters for specific fiscal years and projecting purchases for future quarters where data is not yet available. These spreadsheets are multi-tab in format and used as a complete Excel workbook in analysis.

Analysis and projection of In-Warranty repairs is then applied to purchases. Purchase Orders are filled by the vendor with units at new cost and units at no cost for in-warranty replacements.

These projections for purchases are then entered onto a spreadsheet with current equipment costs for projecting dollars associated with those projected purchases.

Line 13 – VCP Speech Impaired

Source Documents used:

General Ledger and Equipment Manager estimate

Methodology:

Based on 2016 purchases and a small amount estimated for FYE 2017 as discussed with Equipment Manager.

Budget FYE 2018 based on 2016 TTM , 18 units.

Line 14 – Teli-Talk Speech Aid

Source Documents used:

General Ledger TTM for 2016

Methodology:

Based on 2016 purchases, budget as close to FYE 2017 estimate as possible.

Budget FYE 2018 based on 2016 TTM , 15 units.

Line 16 – In-line Amplifier

Source Documents used:

General Ledger TTM for 2016

Methodology:

Based on 2016 purchases, budget as close to FYE 2017 estimate as possible.

Budget FYE 2018 based on 2016 TTM , 15 units.

Line 17 – ARS Signaling

Source Documents used:

General Ledger TTM for 2016

Methodology:

Based on 2016 purchases, budget as close to FYE 2017 estimate as possible. Year over year distribution of this unit has been declining due to the improved audible ringers on the phones themselves. GL averaged 8.67 units per month TTM, we rounded down to 8 units per month for our projection

Budget FYE 2018 based on 2016 TTM , 8 units per month x 12 = 96.
Current price of \$25 x 96 = \$2,400.

Line 18 – VRS Signaling

Source Documents used:

General Ledger TTM for 2016

Methodology:

Based on 2016 purchases, budget as close to FYE 2017 estimate as possible. Year over year distribution of this unit has been declining slightly for the TR-75 model. TTM total was approximately 85 for 2016. We are budgeting 75 units as FTRI typically keeps 5 units on hand. We estimate 80 units over the year will be sufficient to meet demand.

Line 19 – Accessories and Supplies

Source Documents used:

General Ledger TTM for 2016

Methodology:

Based on 2016 purchases, budget as close to FYE 2017 estimate as possible. In addition we plan on purchasing 6 Viking 2-line simulators, these are accessories/supplies used by the RDCs to demonstrate the phone equipment to clients.

Line 20 – Telecom Equipment Repair

Source Documents used:

General Ledger TTM for 2016

Methodology:

Based on 2016 purchases, budget as close to FYE 2017 estimate as possible.

For cordless phone repair and refurbishment batteries and replacement operating manuals are purchased in bulk to be as cost effective as possible.

Corded phone repair is based on Alto model coming off the original warranty and equipment now starting to be repaired. Using the assumption that the increase in repairs will stabilize as we move through the budget year we have estimated by quarter the units expected to be repaired.

TTY repair is purchased as needed throughout the year, due to the low volume of distribution. Generally 10 units are repaired at a time and held at our repair facility until shipped to an RDC a client or to FTRI office for distribution. The budget projection was kept close to year end estimate.

Small items used in refurbishment including new operating manuals/books, cords, and repair of low volume equipment such as the Teli-Talk. Budget was kept at year end estimate.

Florida Telecommunications Relay, Inc.

General Ledger

For the Period From Jul 1, 2016 to Mar 31, 2017

Filter Criteria includes: 1) IDs from 5222 to 5222. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5222	7/1/16			Beginning Balance			
VCO / HCO - TDD	8/1/16			Beginning Balance			
	9/1/16			Beginning Balance			
	10/1/16			Beginning Balance			
	11/1/16			Beginning Balance			
	12/1/16			Beginning Balance			
	1/1/17			Beginning Balance			
	1/13/17	0276645-IN	PJ	Teltex, Inc. - Ultratec U	4,600.00		
				Current Period Change	4,600.00		4,600.00
	2/1/17			Beginning Balance			4,600.00
	3/1/17			Beginning Balance			4,600.00
	3/31/17			Ending Balance			4,600.00

Florida Telecommunications Relay, Inc.
General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5222 to 5222. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5222	1/1/16			Beginning Balance			
VCO / HCO - TDD	2/1/16			Beginning Balance			
	2/3/16	0258534	PJ	Teltex, Inc. - PO#8551 1140 TTY	1,150.00		
				Current Period Change	1,150.00		1,150.00
	3/1/16			Beginning Balance			1,150.00
	4/1/16			Beginning Balance			1,150.00
	5/1/16			Beginning Balance			1,150.00
	6/1/16			Beginning Balance			1,150.00
	6/29/16	0266321-IN	PJ	Teltex, Inc. - New Uniphone 1140 V	1,380.00		
				Current Period Change	1,380.00		1,380.00
	6/30/16			Fiscal Year End Balance			2,530.00
	7/1/16			Beginning Balance			
	8/1/16			Beginning Balance			
	9/1/16			Beginning Balance			
	10/1/16			Beginning Balance			
	11/1/16			Beginning Balance			
	12/1/16			Beginning Balance			
	12/31/16			Ending Balance			

5 units

6 units ✓

1/17/2017 ordered 20 units

cf 602.00

FTRI 2017/2018

Budget for Eqpt, see spreadsheets with analysis.

	price	qty		adjsted for in warranty replacements		
A400	\$57.33	1469		1248	\$71,564.29	
AMP350	\$64.00	263		250	\$15,983.68	
BT-914	\$59.95				\$0.00	
CL60	\$69.95	451		428	\$29,970.08	
XL-C2	\$68.85	433		290	\$19,958.79	
XL-C3.4	\$76.95	11866		10917	\$840,026.74	\$977,503.59
		14481		13133		

Alto	\$81.95	3416		3006	\$246,316.93	
CSC-500	\$49.50	593		528	\$26,127.80	\$272,444.73
HD40S	\$46.20	18		18	\$831.60	
SR-200	\$25.00	125		96	\$2,406.25	
CR-200	\$27.00				\$0.00	
TR-75	\$44.95	90		90	\$4,045.50	
HA-40	\$20.00	15		15	\$300.00	
Telitalk	\$600.00	21		21	\$12,600.00	

\$1,270,131.67

corded +cordless \$1,249,948.32

_____ items budgeted from their own history and projections.

Project for Budget Year 2017/2018

	July-Sept 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-June 2018	July-Dec	Jan - June		
XLC3.4	3038	2169	3886	2773	5207	6659		11866
XLC 2	162	28	207	36	190	243		433
A400	432	213	552	272	644	824		1469
AMP350	88	27	113	34	115	148		263
CL60	0	0	0	0	0	0		0
					6157	7873	14030	14030
Alto	513	335	1553	1015	847	2568		3416
CSC-500	70	77	213	233	147	446		593
					995	3014	4009	4009

example is $3886 - (3886 * 21.84\%) = 3038$

COMPARE 1st to 2nd Half

	Jan-Mar 2016	Apr-June 2016	July-Sept 2016	Oct-Dec 2016	1st half of year Jan - June	2nd half of year July-Dec	compare 1st half to 2nd 1st half	1st half	Jan-Mar 2015	Apr-June 2015	5591	year to year reduction for Jan-June
XLC3.4	4017	2867	3294	2356	6884	5650	21.84%	higher	2936	2655	5591	
XLC 2	214	37	0	72	251	72	248.61%	higher	1074	563	1637	
A400	571	281	190	154	852	344	147.67%	higher	343	703	1046	
AMP350	115	35	70	60	150	130	15.38%	higher				
CL60	0	0	238	213	0	451	-100.00%	lower-no units				
					8137					8274		Yr to Yr= 8274-8137=137 137 ÷ 8274 = 1.65 %
Alto	1606	1049	834	755	2655	1589	67.09%	higher	515	1267	1782	
CSC-500	220	241	258	280	461	538	-14.31%	lower	559	413	972	
					3116					2754		

The additional difference between purchase orders and GL posted is refurbished units and in Warranty.

Realign to a budget / fiscal year for YE 2017

The additional difference between purchase orders and GL posted is refurbished units and in Warranty.

	July-Sept 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-June 2017	July-Dec	Jan - June	
XLC3.4	3240	2317	3951	2820	5557	6770	
XLC 2	0	71	210	36	71	247	
A400	187	151	562	276	338	838	
AMP350	70	60	115	35	130	150	
CL60	234	209	0	0	444	0	
					6539	8005	14545
Alto	820	743	1580	1032	1563	2611	
CSC-500	254	275	216	237	529	453	
					2092	3065	5156

July-Dec 2016	to tie to GL	GL equate	
XLC3.4	5557	79.95	\$444,264.16
XLC 2	71	68.85	\$4,875.41
A400	338	57.33	\$19,396.11
AMP350	130	64	\$8,320.00
CL60	444	69.95	\$31,026.92
	6539		\$507,882.60
			\$435,037.00
Alto	1563	81.95	\$128,069.94
CSC-500	529	49.5	\$26,191.59
			\$154,261.53
			\$116,364.00

For XLC3.4 same period year over year is 1.65% lower. This percentage is applied to reduce purchased quantities in our projections.

example: =Jan-Mar 2016 4017-(4017*1.65%) = 3951

Note as of 5/2/2017: in preparing notes to give to PSC staff, it was noticed that the July-Dec 2016 actual purchases were reduced by 1.65% in error. This error only impacts YE 2017 estimates on this page only.

Year end estimate is calculated on separate tab using January-June actual purchased with in-warranty applied.

The budget amount is based on second half of year figure, backing into the first six months by applying percentages for second half being higher than first half.

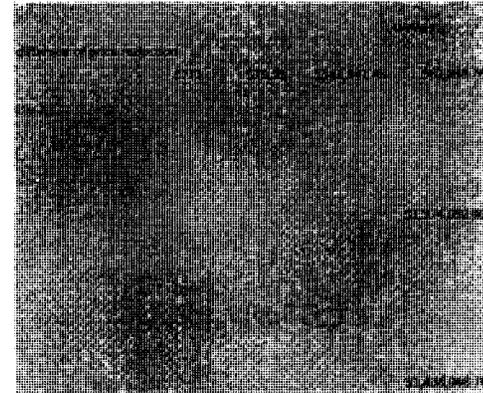
Project for Budget Year 2017/2018

	July-Sept 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-June 2018	July-Dec	Jan - June		
XLC3.4	3038	2169	3886	2773	5207	6659		11866
XLC 2	162	28	207	36	190	243		433
A400	432	213	552	272	644	824		1469
AMP350	88	27	113	34	115	148		263
CL60	0	0	0	0	0	0		0
					6157	7873	14030	14030
Alto	513	335	1553	1015	847	2568		3416
CSC-500	70	77	213	233	147	446		593
					995	3014	4009	4009

example is $3886 - (3886 * 21.84\%) = 3038$

2016/2017 YE ESTIMATE

	Jan-Mar		Apr-June		refurb in warranty		total		Projection Estimate for EOY 2017		
	2016	2016							use 1.65% lower than 2016 same period		
XLC3.4	4017	2867	76.95	\$529,723.80	551	6333	104.49912	6228.781	\$479,304.69		
XLC 2	214	37	71.85	\$18,034.35	83	168	2.774805	165.3952	\$11,883.64		
A400	571	281	57.33	\$48,845.16	128	724	11.9493	712.2507	\$40,833.33		
AMP350	115	35	\$64.00	\$9,600.00	8	143	2.35125	140.1488	\$8,969.52		
CL60	0	0	\$69.95	\$0.00	0	0	0	0	\$0.00		
Alto	1606	1049	\$81.95	\$217,577.25	319	2336	38.5506	2297.849	\$188,308.76		
CSC-500	220	241	\$49.50	\$22,819.50	51	410	6.769785	403.5202	\$19,974.25		
				<u>\$846,600.06</u>					<u>\$749,274.20</u>		



79.95

\$749,274.20

plus 1st half of year per GL

\$551,401.00

\$1,300,675.20

The additional difference between purchase orders and GL posted is refurbished units and in Warranty.

a slight decrease from budgeted for FYE 2017 due to Two Hurricanes hitting Fla, slowed distribution.

Clarity/Plantronics & ClearSounds Warranty Repairs 2016

Invoice Date	Equipment Type					
	SR200	XLC2	XLC3.4	Alto	A400	CSC500
1/13/2016	0	8	39	15	0	0
1/19/2016	1	0	31	17	0	0
1/21/2016	0	0	0	0	12	0
1/27/2016	0	36	24	16	0	0
2/4/2016	0	0	0	0	90	36
2/10/2016	0	36	24	16	0	0
2/23/2016	0	0	32	13	0	0
3/16/2016	0	0	12	6	0	0
3/22/2016	0	1	54	34	0	0
4/26/2016	0	2	47	21	0	0
4/28/2016	0	0	0	0	30	0
5/12/2016	0	0	0	0	0	24
5/18/2016	0	1	51	17	0	0
6/8/2016	0	6	67	28	0	0
6/9/2016	0	0	0	0	6	0
6/13/2016	0	6	67	28	0	0
6/20/2016	0	0	67	28	0	0
6/24/2016	0	0	80	63	0	0
7/7/2016	0	0	0	0	42	42
7/25/2016	0	0	35	32	0	0
7/29/2016	0	0	41	27	0	0
8/10/2016	0	0	26	14	0	0
8/26/2016	1	0	85	34	0	0
9/15/2016	0	0	0	0	0	12
9/26/2016	24	0	28	21	0	0
10/18/2016	1	0	510 69 $\frac{1}{2}$	22 $\frac{1}{2}$	0	0
11/1/2016	2	0	211 83 $\frac{1}{2}$	34 $\frac{1}{2}$	0	0
12/5/2016	0	12	126 51 $\frac{1}{2}$	40 $\frac{1}{2}$	0	0

2016 Total	29	108	1013	526	180	114
<i>% of ORDER</i>	23%	33%	8%	12%	15%	11%

2016 From Po's 12534

$1013 \div 12534 = 8\%$

Apply to Budgeted miss 2017/2018

$11866 \times 8\% = 949$

$11866 - 949 = 10917$



Vendor Equipment Orders Report

Date Range: 7/1/2016 - 9/30/2016 · Device: XLC3.4 · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
XLC3.4	Clarity	2484	Audited (EDP)	Approved	360
	Clarity	2491	Audited (EDP)	Approved	102
	Clarity	2493	Audited (EDP)	Approved	444
	Clarity	2500	Audited (EDP)	Approved	636
	Clarity	2507	Audited (EDP)	Approved	552
	Clarity	2515	Audited (EDP)	Approved	24
	Clarity	2517	Audited (EDP)	Approved	378
	Clarity	2527	Audited (EDP)	Approved	282
	Clarity	2535	Audited (EDP)	Approved	516
Total:					3,294



Vendor Equipment Orders Report

Date Range: 10/1/2016 - 12/31/2016 · Device: XLC3.4 · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
XLC3.4	Clarity	2541	Audited (EDP)	Approved	630
	Clarity	2548	Audited (EDP)	Approved	271
	Clarity	2554	Audited (EDP)	Approved	126
	Clarity	2558	Audited (EDP)	Approved	555
	Clarity	2566	Audited (EDP)	Approved	216
	Clarity	2573	Audited (EDP)	Approved	534
	Clarity	2580	Audited (EDP)	Approved	24
Total:					2,356



Vendor Equipment Orders Report

Date Range: 10/1/2016 - 12/31/2016 · Device: A400 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
A400	ClearSounds	2542	Audited (EDP)	Approved	6
	ClearSounds	2549	Audited (EDP)	Approved	6
	ClearSounds	2559	Audited (EDP)	Approved	4
	ClearSounds	2567	Audited (EDP)	Approved	36
	ClearSounds	2574	Audited (EDP)	Approved	102
Total:					154



Vendor Equipment Orders Report

Date Range: 10/1/2016 - 12/31/2016 · Device: Amplidect 350 · Vendors: RHK-Sonic Alert

Device	Vendor	PO #	EM Status	BM Status	Num Units
Amplidect 350	RHK-Sonic Alert	2544	Audited (EDP)	Approved	30
	RHK-Sonic Alert	2562	Audited (EDP)	Approved	20
	RHK-Sonic Alert	2576	Audited (EDP)	Approved	10
	Total:				60



Vendor Equipment Orders Report

Date Range: 7/1/2016 - 9/30/2016 · Device: Serene CL60 · Vendors: Serene Innovations, Inc.

Device	Vendor	PO #	EM Status	BM Status	Num Units
Serene CL60	Serene Innovations, Inc.	2488	Audited (EDP)	Approved	49
	Serene Innovations, Inc.	2497	Audited (EDP)	Approved	48
	Serene Innovations, Inc.	2503	Audited (EDP)	Approved	27
	Serene Innovations, Inc.	2512	Audited (EDP)	Approved	26
	Serene Innovations, Inc.	2522	Audited (EDP)	Approved	43
	Serene Innovations, Inc.	2532	Audited (EDP)	Approved	15
	Serene Innovations, Inc.	2539	Audited (EDP)	Approved	30
Total:					238



Vendor Equipment Orders Report

Date Range: 10/1/2016 - 12/31/2016 · Device: Serene CL60 · Vendors: Serene Innovations, Inc.

Device	Vendor	PO #	EM Status	BM Status	Num Units
Serene CL60	Serene Innovations, Inc.	2545	Audited (EDP)	Approved	16
	Serene Innovations, Inc.	2551	Audited (EDP)	Approved	107
	Serene Innovations, Inc.	2556	Audited (EDP)	Approved	20
	Serene Innovations, Inc.	2563	Audited (EDP)	Approved	25
	Serene Innovations, Inc.	2577	Audited (EDP)	Approved	45
Total:					213



Vendor Equipment Orders Report

Date Range: 10/1/2016 - 12/31/2016 · Device: Alto · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
Alto	Clarity	2541	Audited (EDP)	Approved	168
	Clarity	2548	Audited (EDP)	Approved	42
	Clarity	2554	Audited (EDP)	Approved	132
	Clarity	2558	Audited (EDP)	Approved	191
	Clarity	2566	Audited (EDP)	Approved	24
	Clarity	2573	Audited (EDP)	Approved	174
	Clarity	2580	Audited (EDP)	Approved	24
Total:					755



Vendor Equipment Orders Report

Date Range: 7/1/2016 - 9/30/2016 · Device: Alto · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
Alto	Clarity	2484	Audited (EDP)	Approved	156
	Clarity	2493	Audited (EDP)	Approved	78
	Clarity	2500	Audited (EDP)	Approved	96
	Clarity	2507	Audited (EDP)	Approved	156
	Clarity	2517	Audited (EDP)	Approved	120
	Clarity	2527	Audited (EDP)	Approved	132
	Clarity	2535	Audited (EDP)	Approved	96
	Total:				



Vendor Equipment Orders Report

Date Range: 7/1/2016 - 9/30/2016 · Device: CSC-500 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
CSC-500	ClearSounds	2485	Audited (EDP)	Approved	82
	ClearSounds	2494	Audited (EDP)	Approved	3
	ClearSounds	2501	Audited (EDP)	Approved	12
	ClearSounds	2505	Audited (EDP)	Approved	17
	ClearSounds	2508	Audited (EDP)	Approved	40
	ClearSounds	2518	Audited (EDP)	Approved	46
	ClearSounds	2528	Audited (EDP)	Approved	14
	ClearSounds	2536	Audited (EDP)	Approved	44
Total:					258



Vendor Equipment Orders Report

Date Range: 10/1/2016 - 12/31/2016 · Device: CSC-500 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
CSC-500	ClearSounds	2542	Audited (EDP)	Approved	24
	ClearSounds	2549	Audited (EDP)	Approved	14
	ClearSounds	2559	Audited (EDP)	Approved	91
	ClearSounds	2567	Audited (EDP)	Approved	5
	ClearSounds	2574	Audited (EDP)	Approved	146
Total:					280



Vendor Equipment Orders Report

Date Range: 7/1/2016 - 9/30/2016 · Device: Amplidect 350 · Vendors: RHK-Sonic Alert

Device	Vendor	PO #	EM Status	BM Status	Num Units
Amplidect 350	RHK-Sonic Alert	2487	Audited (EDP)	Approved	30
	RHK-Sonic Alert	2511	Audited (EDP)	Approved	20
	RHK-Sonic Alert	2521	Audited (EDP)	Approved	20
	Total:				70



Vendor Equipment Orders Report

Date Range: 7/1/2016 - 9/30/2016 · Device: A400 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
A400	ClearSounds	2485	Audited (EDP)	Approved	42
	ClearSounds	2494	Audited (EDP)	Approved	54
	ClearSounds	2501	Audited (EDP)	Approved	30
	ClearSounds	2508	Audited (EDP)	Approved	6
	ClearSounds	2518	Audited (EDP)	Approved	24
	ClearSounds	2536	Audited (EDP)	Approved	34
	Total:				



Vendor Equipment Orders Report

Date Range: 10/1/2016 - 12/31/2016 · Device: XLC2 · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
XLC2	Clarity	2541	Audited (EDP)	Approved	60
	Clarity	2554	Audited (EDP)	Approved	12
	Total:				72



Vendor Equipment Orders Report

Date Range: 1/1/2015 - 3/31/2015 · Device: All · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
Alto	Clarity	2171	Audited (EDP)	Approved	75
	Clarity	2196	Audited (EDP)	Approved	254
	Clarity	2201	Audited (EDP)	Approved	42
	Clarity	2208	Audited (EDP)	Approved	132
	Clarity	2214	Audited (EDP)	Approved	12
	Total:				515
Fortissimo	Clarity	2172	Audited (EDP)	Approved	10
	Total:				10
SR-200	Clarity	2166	Audited (EDP)	Approved	6
	Clarity	2175	Audited (EDP)	Approved	5
	Clarity	2199	Audited (EDP)	Approved	5
	Clarity	2201	Audited (EDP)	Approved	10
	Clarity	2214	Audited (EDP)	Approved	10
	Total:				36
VCO	Clarity	2201	Audited (EDP)	Approved	2
	Total:				2
XL-40 manual	Clarity	2175	Audited (EDP)	Approved	12
	Total:				12
XL-50 Manuals	Clarity	2175	Audited (EDP)	Approved	12
	Total:				12
XLC2	Clarity	2166	Audited (EDP)	Approved	126
	Clarity	2175	Audited (EDP)	Approved	102
	Clarity	2181	Audited (EDP)	Approved	168
	Clarity	2198	Audited (EDP)	Approved	60



Vendor Equipment Orders Report

Date Range: 1/1/2015 - 3/31/2015 · Device: All · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
	Clarity	2199	Audited (EDP)	Approved	90
	Clarity	2201	Audited (EDP)	Approved	168
	Clarity	2208	Audited (EDP)	Approved	360
	Total:				1,074
XLC2 Boxes	Clarity	2175	Audited (EDP)	Approved	10
	Clarity	2201	Audited (EDP)	Approved	10
	Clarity	2214	Audited (EDP)	Approved	25
	Total:				45
XLC2 Cordless adapters	Clarity	2175	Audited (EDP)	Approved	5
	Clarity	2188	Audited (EDP)	Approved	10
	Total:				15
XLC2 Manual	Clarity	2175	Audited (EDP)	Approved	12
	Total:				12
XLC3.4	Clarity	2173	Audited (EDP)	Approved	784
	Clarity	2175	Audited (EDP)	Approved	22
	Clarity	2181	Audited (EDP)	Approved	318
	Clarity	2185	Audited (EDP)	Approved	24
	Clarity	2188	Audited (EDP)	Approved	612
	Clarity	2198	Audited (EDP)	Approved	96
	Clarity	2199	Audited (EDP)	Approved	60
	Clarity	2201	Audited (EDP)	Approved	372
	Clarity	2208	Audited (EDP)	Approved	480
	Clarity	2214	Audited (EDP)	Approved	168



Vendor Equipment Orders Report

Date Range: 1/1/2015 - 3/31/2015 · Device: All · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
	Total:				2,936
XLC3.4 Manual	Clarity	2214	Audited (EDP)	Approved	10
	Total:				10



Vendor Equipment Orders Report

Date Range: 1/1/2015 - 3/31/2015 · Device: All · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
A400	ClearSounds	2189	Audited (EDP)	Approved	173
	ClearSounds	2209	Audited (EDP)	Approved	141
	ClearSounds	2215	Audited (EDP)	Approved	29
	Total:				343
CSC-500	ClearSounds	2167	Audited (EDP)	Approved	67
	ClearSounds	2176	Audited (EDP)	Approved	121
	ClearSounds	2182	Audited (EDP)	Approved	89
	ClearSounds	2189	Audited (EDP)	Approved	84
	ClearSounds	2202	Audited (EDP)	Approved	72
	ClearSounds	2209	Audited (EDP)	Approved	54
	ClearSounds	2215	Audited (EDP)	Approved	72
	Total:				559
CSC-500 Manual	ClearSounds	2176	Audited (EDP)	Approved	12
	ClearSounds	2215	Audited (EDP)	Approved	10
	Total:				22
CSC500 Handset	ClearSounds	2182	Audited (EDP)	Approved	10
	ClearSounds	2189	Audited (EDP)	Approved	7
	Total:				17



Vendor Equipment Orders Report

Date Range: 4/1/2015 - 6/30/2015 · Device: All · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
Alto	Clarity	2218	Audited (EDP)	Approved	120
	Clarity	2223	Audited (EDP)	Approved	84
	Clarity	2228	Audited (EDP)	Approved	243
	Clarity	2235	Audited (EDP)	Approved	106
	Clarity	2243	Audited (EDP)	Approved	174
	Clarity	2249	Audited (EDP)	Approved	152
	Clarity	2255	Audited (EDP)	Approved	186
	Clarity	2263	Audited (EDP)	Approved	142
	Clarity	2270	Audited (EDP)	Approved	60
	Total:				1,267
Alto Box	Clarity	2263	Audited (EDP)	Approved	15
	Total:				15
SR-200	Clarity	2218	Audited (EDP)	Approved	8
	Clarity	2223	Audited (EDP)	Approved	4
	Clarity	2228	Audited (EDP)	Approved	10
	Clarity	2243	Audited (EDP)	Approved	15
	Clarity	2249	Audited (EDP)	Approved	4
	Clarity	2255	Audited (EDP)	Approved	5
	Total:				46
XLC2	Clarity	2218	Audited (EDP)	Approved	262
	Clarity	2223	Audited (EDP)	Approved	144
	Clarity	2228	Audited (EDP)	Approved	80
	Clarity	2235	Audited (EDP)	Approved	43
	Clarity	2249	Audited (EDP)	Approved	34



Vendor Equipment Orders Report

Date Range: 4/1/2015 - 6/30/2015 · Device: All · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
	Total:				563
XLC2 Boxes	Clarity	2235	Audited (EDP)	Approved	15
	Clarity	2263	Audited (EDP)	Approved	20
	Total:				35
XLC2 Cordless adapters	Clarity	2218	Audited (EDP)	Approved	5
	Clarity	2228	Audited (EDP)	Approved	12
	Total:				17
XLC2 Manual	Clarity	2228	Audited (EDP)	Approved	6
	Total:				6
XLC3.4	Clarity	2218	Audited (EDP)	Approved	312
	Clarity	2223	Audited (EDP)	Approved	240
	Clarity	2228	Audited (EDP)	Approved	379
	Clarity	2235	Audited (EDP)	Approved	307
	Clarity	2243	Audited (EDP)	Approved	270
	Clarity	2249	Audited (EDP)	Approved	373
	Clarity	2255	Audited (EDP)	Approved	528
	Clarity	2263	Audited (EDP)	Approved	186
	Clarity	2270	Audited (EDP)	Approved	60
	Total:				2,655



Vendor Equipment Orders Report

Date Range: 4/1/2015 - 6/30/2015 · Device: All · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
A400	ClearSounds	2219	Audited (EDP)	Approved	54
	ClearSounds	2224	Audited (EDP)	Approved	42
	ClearSounds	2229	Audited (EDP)	Approved	138
	ClearSounds	2236	Audited (EDP)	Approved	84
	ClearSounds	2244	Audited (EDP)	Approved	138
	ClearSounds	2250	Audited (EDP)	Approved	37
	ClearSounds	2256	Audited (EDP)	Approved	138
	ClearSounds	2264	Audited (EDP)	Approved	72
	Total:				703
A400 Boxes	ClearSounds	2264	Audited (EDP)	Approved	10
	Total:				10
CSC 500 Box	ClearSounds	2236	Audited (EDP)	Approved	10
	ClearSounds	2244	Audited (EDP)	Approved	20
	Total:				30
CSC-500	ClearSounds	2219	Audited (EDP)	Approved	48
	ClearSounds	2224	Audited (EDP)	Approved	24
	ClearSounds	2229	Audited (EDP)	Approved	109
	ClearSounds	2236	Audited (EDP)	Approved	16
	ClearSounds	2244	Audited (EDP)	Approved	18
	ClearSounds	2250	Audited (EDP)	Approved	94
	ClearSounds	2256	Audited (EDP)	Approved	60
	ClearSounds	2264	Audited (EDP)	Approved	44
	Total:				413
CSC500 Handset	ClearSounds	2229	Audited (EDP)	Approved	6



Vendor Equipment Orders Report

Date Range: 4/1/2015 - 6/30/2015 · Device: All · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
Total:					6



Vendor Equipment Orders Report

Date Range: 4/1/2016 - 6/30/2016 · Device: XLC3.4 · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
XLC3.4	Clarity	2430	Audited (EDP)	Approved	408
	Clarity	2437	Audited (EDP)	Approved	616
	Clarity	2443	Audited (EDP)	Approved	324
	Clarity	2448	Audited (EDP)	Approved	42
	Clarity	2452	Audited (EDP)	Approved	698
	Clarity	2458	Audited (EDP)	Approved	60
	Clarity	2461	Audited (EDP)	Approved	132
	Clarity	2466	Audited (EDP)	Approved	288
	Clarity	2472	Audited (EDP)	Approved	60
	Clarity	2475	Audited (EDP)	Approved	239
	Total:				2,867



Vendor Equipment Orders Report

Date Range: 1/1/2016 - 3/31/2016 · Device: XLC3.4 · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
XLC3.4	Clarity	2367	Audited (EDP)	Approved	223
	Clarity	2374	Audited (EDP)	Approved	222
	Clarity	2380	Audited (EDP)	Approved	60
	Clarity	2384	Audited (EDP)	Approved	242
	Clarity	2391	Audited (EDP)	Approved	624
	Clarity	2398	Audited (EDP)	Approved	690
	Clarity	2405	Audited (EDP)	Approved	330
	Clarity	2410	Audited (EDP)	Approved	582
	Clarity	2417	Audited (EDP)	Approved	432
	Clarity	2425	Audited (EDP)	Approved	612
	Total:				



Vendor Equipment Orders Report

Date Range: 4/1/2016 - 6/30/2016 · Device: XLC2 · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
XLC2	Clarity	2430	Audited (EDP)	Approved	12
	Clarity	2437	Audited (EDP)	Approved	12
	Clarity	2452	Audited (EDP)	Approved	13
	Total:				37



Vendor Equipment Orders Report

Date Range: 1/1/2016 - 3/31/2016 · Device: XLC2 · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
XLC2	Clarity	2367	Audited (EDP)	Approved	8
	Clarity	2384	Audited (EDP)	Approved	38
	Clarity	2391	Audited (EDP)	Approved	54
	Clarity	2398	Audited (EDP)	Approved	30
	Clarity	2405	Audited (EDP)	Approved	24
	Clarity	2417	Audited (EDP)	Approved	30
	Clarity	2429	Audited (EDP)	Approved	30
	Total:				



Vendor Equipment Orders Report

Date Range: 4/1/2016 - 6/30/2016 · Device: A400 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
A400	ClearSounds	2431	Audited (EDP)	Approved	66
	ClearSounds	2438	Audited (EDP)	Approved	91
	ClearSounds	2444	Audited (EDP)	Approved	36
	ClearSounds	2453	Audited (EDP)	Approved	4
	ClearSounds	2462	Audited (EDP)	Approved	30
	ClearSounds	2467	Audited (EDP)	Approved	6
	ClearSounds	2476	Audited (EDP)	Approved	18
	ClearSounds	2482	Audited (EDP)	Approved	30
Total:					281



Vendor Equipment Orders Report

Date Range: 1/1/2016 - 3/31/2016 · Device: A400 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
A400	ClearSounds	2368	Audited (EDP)	Approved	19
	ClearSounds	2375	Audited (EDP)	Approved	48
	ClearSounds	2381	Audited (EDP)	Approved	30
	ClearSounds	2385	Audited (EDP)	Approved	48
	ClearSounds	2392	Audited (EDP)	Approved	90
	ClearSounds	2399	Audited (EDP)	Approved	114
	ClearSounds	2411	Audited (EDP)	Approved	18
	ClearSounds	2418	Audited (EDP)	Approved	108
	ClearSounds	2426	Audited (EDP)	Approved	96
	Total:				571



Vendor Equipment Orders Report

Date Range: 1/1/2016 - 3/31/2016 · Device: Amplidect 350 · Vendors: RHK-Sonic Alert

Device	Vendor	PO #	EM Status	BM Status	Num Units
Amplidect 350	RHK-Sonic Alert	2371	Audited (EDP)	Approved	10
	RHK-Sonic Alert	2377	Audited (EDP)	Approved	20
	RHK-Sonic Alert	2394	Audited (EDP)	Approved	15
	RHK-Sonic Alert	2401	Audited (EDP)	Approved	30
	RHK-Sonic Alert	2414	Audited (EDP)	Approved	15
	RHK-Sonic Alert	2424	Audited (EDP)	Approved	25
Total:					115



Vendor Equipment Orders Report

Date Range: 4/1/2016 - 6/30/2016 · Device: Amplidect 350 · Vendors: RHK-Sonic Alert

Device	Vendor	PO #	EM Status	BM Status	Num Units
Amplidect 350	RHK-Sonic Alert	2433	Audited (EDP)	Approved	10
	RHK-Sonic Alert	2456	Audited (EDP)	Approved	25
	Total:				35



Vendor Equipment Orders Report

Date Range: 4/1/2016 - 6/30/2016 · Device: Alto · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
Alto	Clarity	2430	Audited (EDP)	Approved	138
	Clarity	2437	Audited (EDP)	Approved	218
	Clarity	2443	Audited (EDP)	Approved	138
	Clarity	2448	Audited (EDP)	Approved	30
	Clarity	2452	Audited (EDP)	Approved	272
	Clarity	2461	Audited (EDP)	Approved	48
	Clarity	2466	Audited (EDP)	Approved	96
	Clarity	2472	Audited (EDP)	Approved	30
	Clarity	2475	Audited (EDP)	Approved	79
Total:					1,049



Vendor Equipment Orders Report

Date Range: 1/1/2016 - 3/31/2016 · Device: Alto · Vendors: Clarity

Device	Vendor	PO #	EM Status	BM Status	Num Units
Alto	Clarity	2367	Audited (EDP)	Approved	103
	Clarity	2374	Audited (EDP)	Approved	198
	Clarity	2380	Audited (EDP)	Approved	30
	Clarity	2384	Audited (EDP)	Approved	159
	Clarity	2391	Audited (EDP)	Approved	192
	Clarity	2398	Audited (EDP)	Approved	264
	Clarity	2405	Audited (EDP)	Approved	150
	Clarity	2410	Audited (EDP)	Approved	174
	Clarity	2417	Audited (EDP)	Approved	240
	Clarity	2425	Audited (EDP)	Approved	96
	Total:				1,606



Vendor Equipment Orders Report

Date Range: 4/1/2016 - 6/30/2016 · Device: CSC-500 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
CSC-500	ClearSounds	2431	Audited (EDP)	Approved	6
	ClearSounds	2438	Audited (EDP)	Approved	13
	ClearSounds	2444	Audited (EDP)	Approved	24
	ClearSounds	2453	Audited (EDP)	Approved	134
	ClearSounds	2459	Audited (EDP)	Approved	36
	ClearSounds	2467	Audited (EDP)	Approved	4
	ClearSounds	2476	Audited (EDP)	Approved	24
Total:					241



Vendor Equipment Orders Report

Date Range: 1/1/2016 - 3/31/2016 · Device: CSC-500 · Vendors: ClearSounds

Device	Vendor	PO #	EM Status	BM Status	Num Units
CSC-500	ClearSounds	2368	Audited (EDP)	Approved	16
	ClearSounds	2375	Audited (EDP)	Approved	18
	ClearSounds	2381	Audited (EDP)	Approved	18
	ClearSounds	2385	Audited (EDP)	Approved	6
	ClearSounds	2392	Audited (EDP)	Approved	36
	ClearSounds	2399	Audited (EDP)	Approved	42
	ClearSounds	2418	Audited (EDP)	Approved	48
	ClearSounds	2426	Audited (EDP)	Approved	36
Total:					220

Florida Telecommunications Relay, Inc.
General Ledger

For the Period From Jul 1, 2016 to Mar 31, 2017

Filter Criteria includes: 1) IDs from 5250 to 5250. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5250	7/1/16			Beginning Balance			
VCP Speech Impaired	8/1/16			Beginning Balance			
	9/1/16			Beginning Balance			
	10/1/16			Beginning Balance			
	10/6/16	79452	PJ	Serene Inovations - HD	831.60		
				Current Period Change	831.60		831.60
	11/1/16			Beginning Balance			831.60
	12/1/16			Beginning Balance			831.60
	1/1/17			Beginning Balance			831.60
	2/1/17			Beginning Balance			831.60
	3/1/17			Beginning Balance			831.60
	3/31/17			Ending Balance			831.60

18 @ 46.20

EDP Dept
ESTIMATED
ORDERS

5 @ 46.20 = 231
UNITS
JAN-JUNE
2017

231.00
1062.60

Florida Telecommunications Relay, Inc.

General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5250 to 5250. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5250	1/1/16			Beginning Balance			277.20
VCP Speech Impaired	2/1/16			Beginning Balance			277.20
	3/1/16			Beginning Balance			277.20
	3/8/16	0260338	PJ	Teltex, Inc. - PO#8562	240.00		
				Current Period Change	240.00		
	4/1/16			Beginning Balance			240.00
	5/1/16			Beginning Balance			517.20
	6/1/16			Beginning Balance			517.20
	6/30/16			Fiscal Year End Balanc			517.20
	7/1/16			Beginning Balance			
	8/1/16			Beginning Balance			
	9/1/16			Beginning Balance			
	10/1/16			Beginning Balance			
	10/6/16	79452	PJ	Serene Inovations - HD	831.60		
				Current Period Change	831.60		
	11/1/16			Beginning Balance			831.60
	12/1/16			Beginning Balance			831.60
	12/31/16			Ending Balance			831.60

1071.60
 ÷ 12 = 89.30

Florida Telecommunications Relay, Inc.
General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5253 to 5253. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5253	1/1/16			Beginning Balance			1,800.00
TeliTalk Speech Aid Phone	1/7/16	31928	PJ	Griffin Laboratories - P	600.00	1	
				Current Period Change	600.00		600.00
	2/1/16			Beginning Balance			2,400.00
	3/1/16			Beginning Balance			2,400.00
	3/5/16	32336	PJ	Griffin Laboratories - P	2,400.00	4	
	3/19/16	900018	PJ	Griffin Laboratories - R	600.00	1	
				Current Period Change	3,000.00		3,000.00
	4/1/16			Beginning Balance			5,400.00
	5/1/16			Beginning Balance			5,400.00
	6/1/16			Beginning Balance			5,400.00
	6/21/16	28133	PJ	Griffin Laboratories - T	600.00	1	
				Current Period Change	600.00		600.00
	6/30/16			Fiscal Year End Balanc			6,000.00
	7/1/16			Beginning Balance			
	8/1/16			Beginning Balance			
	8/18/16	32037	PJ	Griffin Laboratories - T	1,200.00	2	
				Current Period Change	1,200.00		1,200.00
	9/1/16			Beginning Balance			1,200.00
	9/1/16	901132	PJ	Griffin Laboratories - T	600.00	1	
	9/15/16	901238	PJ	Griffin Laboratories - T	600.00	1	
	9/29/16	32155	PJ	Griffin Laboratories - T	600.00	1	
				Current Period Change	1,800.00		1,800.00
	10/1/16			Beginning Balance			3,000.00
	10/31/16	901547	PJ	Griffin Laboratories - T	600.00	1	
				Current Period Change	600.00		600.00
	11/1/16			Beginning Balance			3,600.00
	12/1/16			Beginning Balance			3,600.00
	12/1/16	32397	PJ	Griffin Laboratories - T	1,200.00	2	
				Current Period Change	1,200.00		1,200.00
	12/31/16			Ending Balance			4,800.00

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Florida Telecommunications Relay, Inc.

General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5255 to 5255. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5255	1/1/16			Beginning Balance			
In-Line Amplifiers	2/1/16			Beginning Balance			
	3/1/16			Beginning Balance			
	4/1/16			Beginning Balance			
	5/1/16			Beginning Balance			
	6/1/16			Beginning Balance			
	6/30/16			Fiscal Year End Balanc			
	7/1/16			Beginning Balance			
	8/1/16			Beginning Balance			
	9/1/16			Beginning Balance			
	10/1/16			Beginning Balance			
	10/18/16	101093475	PJ	Plantronics Inc. - HA40	300.00		
				Current Period Change	300.00		300.00
	11/1/16			Beginning Balance			300.00
	12/1/16			Beginning Balance			300.00
	12/31/16			Ending Balance			300.00

15 @ #20

Florida Telecommunications Relay, Inc.
General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5261 to 5261. Report order is by ID. Report is printed with Accounts having Zero Amounts and with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5261	1/1/16			Beginning Balance			953.48
ARS-Signaling Equipment	1/19/16	101033526	PJ	Plantronics Inc. - PO#2	86.68		
				Current Period Change	86.68		86.68
	2/1/16			Beginning Balance			1,040.16
	2/10/16	101037416	PJ	Plantronics Inc. - PO#2	43.34		
				Current Period Change	43.34		43.34
	3/1/16			Beginning Balance			1,083.50
	3/4/16	101041354	PJ	Plantronics Inc. - PO#2	108.35		
				Current Period Change	108.35		108.35
	4/1/16			Beginning Balance			1,191.85
	4/1/16	101044291	PJ	Plantronics Inc. - PO 24	346.72		
	4/19/16	101048924	PJ	Plantronics Inc. - SR20	108.35		
	4/26/16	101050263	PJ	Plantronics Inc. - SR20	151.69		
				Current Period Change	606.76		606.76
	5/1/16			Beginning Balance			1,798.61
	6/1/16			Beginning Balance			1,798.61
	6/13/16	101059306	PJ	Plantronics Inc. - SR20	216.70		
				Current Period Change	216.70		216.70
	6/30/16			Fiscal Year End Balance			2,015.31
	7/1/16			Beginning Balance			
	8/1/16			Beginning Balance			
	8/10/16	101070669	PJ	Plantronics Inc. - SR20	390.06		
	8/26/16	101075207	PJ	Plantronics Inc. - SR20	238.37		
				Current Period Change	628.43		628.43
	9/1/16			Beginning Balance			628.43
	9/26/16	101084024	PJ	Plantronics Inc. - SR20	195.03		
	9/26/16	101084023	PJ	Plantronics Inc. - SR20	520.08		
				Current Period Change	715.11		715.11
	10/1/16			Beginning Balance			1,343.54
	10/18/16	101093475	PJ	Plantronics Inc. - SR20	86.68		
				Current Period Change	86.68		86.68
	11/1/16			Beginning Balance			1,430.22
	11/1/16	101098726	PJ	Plantronics Inc. - SR20	21.67		
				Current Period Change	21.67		21.67
	12/1/16			Beginning Balance			1,451.89
	12/5/16	101112067	PJ	Plantronics Inc. - SR20	86.68		
				Current Period Change	86.68		86.68
	12/31/16			Ending Balance			1,538.57

YTD ~~2016~~ 2016
1538.57

TOTAL
12 months

2602.40 \$25/ea
104 units

Florida Telecommunications Relay, Inc.

General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5262 to 5262. Report order is by ID. Report is printed with Accounts having Zero Amounts and with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5262	1/1/16			Beginning Balance			3,957.50
VRS-Signaling Equipment	2/1/16			Beginning Balance			3,957.50
	2/8/16	68981	PJ	RHK Technology - PO#		1,947.50	
	2/8/16	69038	PJ	RHK Technology - PO#	62.50		
	2/8/16	69038	PJ	RHK Technology - PO#	1,947.50		
	2/22/16	69085	PJ	RHK Technology - PO#	6.25		
	2/22/16	69085	PJ	RHK Technology - PO#	194.75		
				Current Period Change	2,211.00	1,947.50	263.50
	3/1/16			Beginning Balance			4,221.00
	3/14/16	69315	PJ	RHK Technology - ref:	120.60		
	3/14/16	69314	PJ	RHK Technology - PO	482.40		
	3/17/16	69401	PJ	RHK Technology - PO	402.00		
				Current Period Change	1,005.00		1,005.00
	4/1/16			Beginning Balance			5,226.00
	5/1/16			Beginning Balance			5,226.00
	6/1/16			Beginning Balance			5,226.00
	6/6/16	69879	PJ	RHK Technology - TR	402.00		
	6/23/16	70034	PJ	RHK Technology - TR7	522.60		
				Current Period Change	924.60		924.60
	6/30/16			Fiscal Year End Balanc			6,150.60
	7/1/16			Beginning Balance			
	8/1/16			Beginning Balance			
	8/3/16	70296	PJ	RHK Technology - TR7	201.00		
	8/19/16	70462	PJ	RHK Technology - TR7	482.40		
				Current Period Change	683.40		683.40
	9/1/16			Beginning Balance			683.40
	9/9/16	70566	PJ	RHK Technology - TR	361.80		
	9/27/16	70692	PJ	RHK Technology - TR7	201.00		
				Current Period Change	562.80		562.80
	10/1/16			Beginning Balance			1,246.20
	11/1/16			Beginning Balance			1,246.20
	12/1/16			Beginning Balance			1,246.20
	12/31/16			Ending Balance			1,246.20

1246.20

3439 ÷ 40.20 = 85 units for 12 months
 ÷ 2 = 43 per quarter
 Budget 50 Jan-June 2017

38.95
 1025
 440.20

Budget 75 units
 on hand FRI 5 units
 on average
80 units over budget year

**Florida Telecommunications Relay, Inc.
General Ledger**

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5265 to 5265. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5265	1/1/16			Beginning Balance			231.47
Equip. Accessories/Supplie	1/7/16	337213	PJ	Clear Sounds - PO#236	75.00		
	1/25/16	0258002	PJ	Teltex, Inc. - PO#2378	5.00		
				Current Period Change	80.00		80.00
	2/1/16			Beginning Balance			311.47
	2/16/16	0259214	PJ	Teltex, Inc. - PO#2395	30.00		
				Current Period Change	30.00		30.00
	3/1/16			Beginning Balance			341.47
	3/2/16	0259997	PJ	Teltex, Inc. - PO#2402	15.00		
	3/14/16	0260578-IN	PJ	Teltex, Inc. - PO 2415	5.00		
				Current Period Change	20.00		20.00
	4/1/16			Beginning Balance			361.47
	5/1/16			Beginning Balance			361.47
	5/19/16	41006300203	PJ	Regions Commercial B	365.75		
	5/23/16	0264218-IN	PJ	Teltex, Inc. - Book	5.00		
				Current Period Change	370.75		370.75
	6/1/16			Beginning Balance			732.22
	6/9/16	0265193-IN	PJ	Teltex, Inc. - Book	5.00		
	6/9/16	0265193-IN	PJ	Teltex, Inc. - Book	10.00		
	6/30/16	9010-June	PJ	Regions Commercial B	23.95		
	6/30/16	JE-16-6-121	GENJ	Accrue Teltex invoice 2	10.00		
				Current Period Change	48.95		48.95
	6/30/16			Fiscal Year End Balanc			781.17
	7/1/16			Beginning Balance			
	7/1/16	0265196-IN	PJ	Teltex, Inc. - Book	10.00		
	7/1/16	JE-16-6-121	GENJ	Accrue Teltex invoice 2		10.00	
	7/25/16	0267736-IN	PJ	Teltex, Inc. - Book	15.00		
	7/25/16	0267736-IN	PJ	Teltex, Inc. - Book	5.00		
	7/25/16	101066413	PJ	Plantronics Inc. - Retail	2.70		
				Current Period Change	32.70	10.00	22.70
	8/1/16			Beginning Balance			22.70
	9/1/16			Beginning Balance			22.70
	10/1/16			Beginning Balance			22.70
	10/1/16	16/TWC42859	PJ	Weitbrecht Communica	45.00		
	10/14/16	16/TWC43107	PJ	Weitbrecht Communica	30.75		
	10/27/16	342273	PJ	Clear Sounds - A400	75.00		
				Current Period Change	150.75		150.75
	11/1/16			Beginning Balance			173.45
	11/23/16	16/TWC43107	PJ	Weitbrecht Communica	22.50		
				Current Period Change	22.50		22.50
	12/1/16			Beginning Balance			195.95
	12/1/16	0272680-IN	PJ	Teltex, Inc. - Apple TV	35.00		
				Current Period Change	35.00		35.00
	12/31/16			Ending Balance			230.95

780.65

12 month 780.65

2017-2018 plan to purchase 6 Viking 2 Line Simulators
6 x 133.33 = 799.98

1579.98 12d to 1580

Florida Telecommunications Relay, Inc.
General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5269 to 5269. Report order is by ID. Report is printed with Accounts having Zero Amounts and with shortened descriptions and in Detail Format.

Account ID	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5269	1/1/16			Beginning Balance			34,030.80
Telcm Eqpt Rpr-vcph crdis	1/13/16	0257496-IN	PJ	Teltex, Inc. - XLC2 PO	1,536.00		
	1/22/16	0257927-IN	PJ	Teltex, Inc. - PO#2383	921.60		
	1/25/16	0258002	PJ	Teltex, Inc. - PO#2378	921.60		
				Current Period Change	3,379.20		3,379.20
	2/1/16			Beginning Balance			37,410.00
	2/16/16	0259214	PJ	Teltex, Inc. - PO#2395	2,764.80		
				Current Period Change	2,764.80		2,764.80
	3/1/16			Beginning Balance			40,174.80
	3/2/16	0259997	PJ	Teltex, Inc. - PO#2402	2,918.40		
	3/14/16	0260576	PJ	Teltex, Inc. - PO#2408	153.60		
	3/14/16	0260578-IN	PJ	Teltex, Inc. - PO 2415	768.00		
				Current Period Change	3,840.00		3,840.00
	4/1/16			Beginning Balance			44,014.80
	4/1/16	0261478-IN	PJ	Teltex, Inc. - PO 2421	3,532.80		
	4/25/16	0262676-IN	PJ	Teltex, Inc. - PO 2427	1,843.20		
	4/26/16	0262730-IN	PJ	Teltex, Inc. - Refurbish	614.40		
				Current Period Change	5,990.40		5,990.40
	5/1/16			Beginning Balance			50,005.20
	5/11/16	0263688-IN	PJ	Teltex, Inc. - Refurbish	2,304.00		
	5/11/16	0263688-IN	PJ	Teltex, Inc. - Refurbish	153.60		
	5/23/16	0264218-IN	PJ	Teltex, Inc. - XLC2 Pho	1,228.80		
				Current Period Change	3,686.40		3,686.40
	6/1/16			Beginning Balance			53,691.60
	6/9/16	0265193-IN	PJ	Teltex, Inc. - XLC2	307.20		
	6/16/16	0265549-IN	PJ	Teltex, Inc. - XLC2	768.00		
	6/29/16	0266264-IN	PJ	Teltex, Inc. - XLC2 Pho	768.00		
				Current Period Change	1,843.20		1,843.20
	6/30/16			Fiscal Year End Balanc			55,534.80
	7/1/16			Beginning Balance			
	7/25/16	0267736-IN	PJ	Teltex, Inc. - Refurbish	204.80		
	7/25/16	0267736-IN	PJ	Teltex, Inc. - Refurbish	1,100.80		
				Current Period Change	1,305.60		1,305.60
	8/1/16			Beginning Balance			1,305.60
	8/3/16	0268389-IN	PJ	Teltex, Inc. - Refurbish	102.40		
	8/3/16	0268389-IN	PJ	Teltex, Inc. - Refurbish	51.20		
	8/23/16	0269486-IN	PJ	Teltex, Inc. - XLC3.4	25.60		
	8/23/16	0269486-IN	PJ	Teltex, Inc. - XLC2	2,944.00		
				Current Period Change	3,123.20		3,123.20
	9/1/16			Beginning Balance			4,428.80
	9/13/16	0270508-IN	PJ	Teltex, Inc. - XLC2	819.20		
	9/13/16	0270508-IN	PJ	Teltex, Inc. - XLC3.4	25.60		
	9/13/16	0270507-IN	PJ	Teltex, Inc. - XLC2	307.20		
	9/16/16	0270700-IN	PJ	Teltex, Inc. - Refurbish	1,664.00		
	9/16/16	0270700-IN	PJ	Teltex, Inc. - Refurbish	512.00		
	9/16/16	0270692-IN	PJ	Teltex, Inc. - XLC2	1,228.80		
	9/29/16	0271426-IN	PJ	Teltex, Inc. - Refurbish	435.20		
	9/29/16	0271426-IN	PJ	Teltex, Inc. - Refurbish	230.40		
				Current Period Change	5,222.40		5,222.40
	10/1/16			Beginning Balance			9,651.20
	10/13/16	0272126-IN	PJ	Teltex, Inc. - Refurbish	1,587.20		
	10/13/16	0272126-IN	PJ	Teltex, Inc. - Refurbish	179.20		
	10/27/16	0272977-IN	PJ	Teltex, Inc. - XLC2	1,996.80		
	10/27/16	0272977-IN	PJ	Teltex, Inc. - XLC 3.4	614.40		
	10/28/16	0273027-IN	PJ	Teltex, Inc. - XLC Batte	8,625.00		
	10/28/16	0273027-IN	PJ	Teltex, Inc. - XLC 2 Op	3,900.00		
				Current Period Change	16,902.60		16,902.60
	11/1/16			Beginning Balance			26,553.80
	11/10/16	0273645-IN	PJ	Teltex, Inc. - XLC2	1,228.80		
	11/23/16	0274412-IN	PJ	Teltex, Inc. - XLC2	307.20		
	11/23/16	0274412-IN	PJ	Teltex, Inc. - XLC3.4	153.60		
				Current Period Change	1,689.60		1,689.60
	12/1/16			Beginning Balance			28,243.40
	12/5/16	0274837-IN	PJ	Teltex, Inc. - Refurbish	307.20		
	12/5/16	0274837-IN	PJ	Teltex, Inc. - Refurbish	1,024.00		

TTM

*8/23/2016
8625.00 XLC2/KLC3.4
Op Number 9300.00 XLC 3.4
G/L 5292*

Florida Telecommunications Relay, Inc.

General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5269 to 5269. Report order is by ID. Report is printed with Accounts having Zero Amounts and with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
	12/22/16	0275811-IN	PJ	Teltext, Inc. - Refurb XL	640.00		
				Current Period Change	1,971.20		1,971.20
	12/31/16			Ending Balance			30,214.60

39113.60
 + Expenses 8625.00
 Op. Mands 3900.00

 51718.60

Florida Telecommunications Relay, Inc.
General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5270 to 5270. Report order is by ID. Report is printed with Accounts having Zero Amounts and with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5270	1/1/16			Beginning Balance			
Telecom Eqpt Rpr-VCPhs	2/1/16			Beginning Balance			
	3/1/16			Beginning Balance			
	3/2/16	0259997	PJ	Teltex, Inc. - PO#2402	163.80	6 ✓	
				Current Period Change	163.80		163.80
	4/1/16			Beginning Balance			163.80
	4/26/16	0262730-IN	PJ	Teltex, Inc. - Refurbish	163.80	6 ✓	
				Current Period Change	163.80		163.80
	5/1/16			Beginning Balance			327.60
	6/1/16			Beginning Balance			327.60
	6/30/16			Fiscal Year End Balanc			327.60
	7/1/16			Beginning Balance			
	7/25/16	0267736-IN	PJ	Teltex, Inc. - Refurbish	163.80	6 ✓	
				Current Period Change	163.80		163.80
	8/1/16			Beginning Balance			163.80
	8/23/16	0269486-IN	PJ	Teltex, Inc. - ALTO	273.00	10 units ✓	
				Current Period Change	273.00		273.00
	9/1/16			Beginning Balance			436.80
	9/13/16	0270508-IN	PJ	Teltex, Inc. - ALTO	191.10	7 ✓	
	9/16/16	0270700-IN	PJ	Teltex, Inc. - Refurbish	54.60	2 ✓	
	9/29/16	0271426-IN	PJ	Teltex, Inc. - Refurbish	54.60	2 ✓	
				Current Period Change	300.30		300.30
	10/1/16			Beginning Balance			737.10
	10/13/16	0272126-IN	PJ	Teltex, Inc. - Refurbish	218.40	8 ✓	
				Current Period Change	218.40		218.40
	11/1/16			Beginning Balance			955.50
	11/10/16	0273645-IN	PJ	Teltex, Inc. - ALTO	491.40	18 ✓	
	11/23/16	0274412-IN	PJ	Teltex, Inc. - ALTO	163.80	6 ✓	
				Current Period Change	655.20		655.20
	12/1/16			Beginning Balance			1,610.70
	12/22/16	0275811-IN	PJ	Teltex, Inc. - Refurb AL	327.60	12 ✓	
				Current Period Change	327.60		327.60
	12/31/16			Ending Balance			1,938.30

NOTE 1

83 units

NOTE 1 : ALTOS WERE placed in Service Feb 2015, therefore very limited repairs to ALTO units were done in 1st Qtr 2015-2016. 1st & 2nd Qtr 2016-2017 saw an increase in veph (atro) repairs

NOTE 2 : Feb 2015 - Feb 2016 - ALTOS all under warranty

NOTE 3 : Feb 2016 - Dec 2016 - ALTOS slowly starting coming off warranty & repairs started

Analysis :
 JAN - MAR 6 32%
 APR - JUN 6 8
 July - SEPT 27 350% increase over previous QTR
 OCT - DEC 14 63%

Jan 17 - MAR 17 55 ESTIMATED 25% increase
 Apr - June 17 66 20%

July - SEPT 2017 71
 OCT - DEC 84
 JAN - MAR 2018 88
 APR - June 2018 88

336 x 27.30 = \$9,172

15%
10%
5%
0%
BROADBAND
2017-2018

Florida Telecommunications Relay, Inc.

General Ledger

For the Period From Jan 1, 2016 to Dec 31, 2016

Filter Criteria includes: 1) IDs from 5271 to 5271. Report order is by ID. Report is printed with Accounts having Zero Amounts and with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jral	Trans Description	Debit Amt	Credit Amt	Balance
5271	1/1/16			Beginning Balance			2,400.00
Telecom Eqpt Rpr-TTYs	2/1/16			Beginning Balance			2,400.00
	2/18/16	0259340	PJ	Teltex, Inc. - PO#8560	295.00		
				Current Period Change	295.00		295.00
	3/1/16			Beginning Balance			2,695.00
	4/1/16			Beginning Balance			2,695.00
	5/1/16			Beginning Balance			2,695.00
	6/1/16			Beginning Balance			2,695.00
	6/29/16	0266320-IN	PJ	Teltex, Inc. - Uniphones	240.00		
				Current Period Change	240.00		240.00
	6/30/16			Fiscal Year End Balanc			2,935.00
	7/1/16			Beginning Balance			
	8/1/16			Beginning Balance			
	9/1/16			Beginning Balance			
	10/1/16			Beginning Balance			
	11/1/16			Beginning Balance			
	12/1/16			Beginning Balance			
	12/31/16			Ending Balance			

535.00

5272
Re-class VCO/HCO TTY
Repairs
PO 8617

S/B 5271

+ msa (un-year expense) PO 8628 \$300 600
+ Adv. PO 8612 \$300 600

Mar 2016 PO# 8602 10 units @ \$60 ea.

Adv. PO 8612
(8/10) 4425
\$60 ea.

Inv 2015
Telcom
Repairs
Inventory

OCT 2016 PO 8617
4 units @ \$60

Handla Ready to write PO in Inv for 4425's
PO 8628 400
10 units @ \$60

Invoice 027063
Oct PO 8617
VCO/HCO 290.00

YE End.

2575.00

Florida Telecommunications Relay, Inc.

General Ledger

For the Period From Feb 1, 2016 to Jan 31, 2017

Filter Criteria includes: 1) IDs from 5272 to 5272. Report order is by ID. Report is printed with shortened descriptions and in Detail Format.

Account ID Account Description	Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
5272	2/1/16			Beginning Balance			1,802.93
Telecom Eqpt Rpr-all othe	2/12/16	0258985	PJ	Teltex, Inc. - PO#8556 batterie	8,625.00		
	2/12/16	0258985	PJ	Teltex, Inc. - PO#8556 books	9,300.00		
				Current Period Change	17,925.00		17,925.00
	3/1/16			Beginning Balance			19,727.93
	4/1/16			Beginning Balance			19,727.93
	4/1/16	0261478-IN	PJ	Teltex, Inc. - PO 2421	5.00		
	4/25/16	0262676-IN	PJ	Teltex, Inc. - PO 2427	25.00		
				Current Period Change	30.00		30.00
	5/1/16			Beginning Balance			19,757.93
	5/10/16	25359	PJ	Griffin Laboratories - Refurbis	630.00		
	5/23/16	0264218-IN	PJ	Teltex, Inc. - Clarity VCO	32.93		
	5/25/16	26464	PJ	Griffin Laboratories - Refurbis	450.00		
				Current Period Change	1,112.93		1,112.93
	6/1/16			Beginning Balance			20,870.86
	6/9/16	16/TWC41349	PJ	Weitbrecht Communications -	10.00		
	6/30/16	JB-16-6-121	GENJ	Accrue Teltex invoice 265196	32.93		
				Current Period Change	42.93		42.93
	6/30/16			Fiscal Year End Balance			20,913.79
	7/1/16			Beginning Balance			
	7/1/16	0265196-IN	PJ	Teltex, Inc. - Refurbished Clari	32.93		
	7/1/16	JB-16-6-121	GENJ	Accrue Teltex invoice 265196		32.93	
	7/1/16	16/TWC41785	PJ	Weitbrecht Communications -	18.75		
				Current Period Change	51.68	32.93	18.75
	8/1/16			Beginning Balance			18.75
	8/3/16	0268389-IN	PJ	Teltex, Inc. - Book	10.00		
	8/3/16	0268389-IN	PJ	Teltex, Inc. - Book	5.00		
	8/3/16	0268389-IN	PJ	Teltex, Inc. - Book	5.00		
	8/18/16	32037	PJ	Griffin Laboratories - Florida T	150.00		
				Current Period Change	170.00		170.00
	9/1/16			Beginning Balance			188.75
	9/13/16	0270508-IN	PJ	Teltex, Inc. - Book	20.00		
	9/29/16	0271426-IN	PJ	Teltex, Inc. - Book	5.00		
	9/29/16	0271426-IN	PJ	Teltex, Inc. - Book	5.00		
				Current Period Change	30.00		30.00
	10/1/16			Beginning Balance			218.75
	10/5/16	0271763-IN	PJ	Teltex, Inc. - Refurbish Ultrate	240.00		
	10/27/16	0272977-IN	PJ	Teltex, Inc. - Book	10.00		
				Current Period Change	250.00		250.00
	11/1/16			Beginning Balance			468.75
	11/10/16	0273645-IN	PJ	Teltex, Inc. - Book	5.00		
	11/23/16	0274412-IN	PJ	Teltex, Inc. - Book	5.00		
				Current Period Change	10.00		10.00
	12/1/16			Beginning Balance			478.75
	12/5/16	0274837-IN	PJ	Teltex, Inc. - Book	5.00		
	12/5/16	0274837-IN	PJ	Teltex, Inc. - Book	5.00		
	12/21/16	32401	PJ	Griffin Laboratories - Repair of	100.00		
	12/22/16	0275811-IN	PJ	Teltex, Inc. - Book	5.00		
				Current Period Change	115.00		115.00
	1/1/17			Beginning Balance			593.75
	1/2/17	16/IWC44062	PJ	Weitbrecht Communications - I	10.00		
	1/13/17	0276669-IN	PJ	Teltex, Inc. - Book	10.00		
				Current Period Change	20.00		20.00
	1/31/17			Ending Balance			613.75

240.00
373.75

Curtis Williams

From: Brett Bascom <bbascom@ftri.org>
Sent: Friday, May 12, 2017 11:19 AM
To: Curtis Williams
Cc: Beth Salak; Greg Fogleman; Mark Long; Jeff Bates; Pamela Page; James Forstall
Subject: RE: FTRI Budget Questions
Attachments: SKMBT_36170511094400.pdf

Curtis,

Please see responses to your questions below.

1. Please provide monthly detailed (event, hours, etc.) invoices for legal services from Messer Caparello related to Category V – General and Administrative, 28, Legal, for the last two fiscal years (2015/16 and 2016/17 to date). Attached is a scan of all invoices for legal as requested.
2. Please provide the study circa 2008 that was used to develop employee salaries. A copy of this report will be sent by Robert Telfer.
3. Please explain in detail why FTRI is no longer eligible for the Health Care Credit (line 34).

Detailed response from our CPA, Glen McDuffie will be forwarded in a separate email.

4. How is the outreach expense related to the advertising expense? Are the advertising costs distinct from the outreach expense? What is the basis for the line item on advertising?
This item can be referenced also in our "Line Item Information" document that was sent with the budget. Line item 26 , Advertising Expense has been a line item in Category V since the beginning of the program. It is in Category V and has always been reserved for advertising for recruiting potential employees for open positions. This line item has no correlation to the Outreach category.
"FTRI has budgeted for possible advertising of open positions. FTRI advertises in low cost employment ads, however it is necessary to advertise in The Tallahassee Democrat with Career Builder exposure for some positions. We have budgeted for 1 ad."

Thanks

Brett

Brett A. Bascom
Business Manager
Florida Telecommunications Relay, Inc.

From: Curtis Williams [mailto:CJWillia@PSC.STATE.FL.US]
Sent: Wednesday, May 10, 2017 3:41 PM
To: 'jforstall@ftri.org' (jforstall@ftri.org) <jforstall@ftri.org>; bbascom@ftri.org
Cc: Beth Salak <BSalak@PSC.STATE.FL.US>; Greg Fogleman <GFoglema@PSC.STATE.FL.US>; Mark Long <MLONG@PSC.STATE.FL.US>; Jeff Bates <JBates@PSC.STATE.FL.US>; Pamela Page <PHPPage@PSC.STATE.FL.US>
Subject: FTRI Budget Questions

Attached are additional questions regarding FTRI's 2017-2018 Budget Proposal. Please provide your responses by Friday, May 12, 2017

1. Please provide monthly detailed (event, hours, etc.) invoices for legal services from Messer Caparello related to Category V – General and Administrative, 28, Legal, for the last two fiscal years (2015/16 and 2016/17 to date).
2. Please provide the study circa 2008 that was used to develop employee salaries.
3. Please explain in detail why FTRI is no longer eligible for the Health Care Credit (line 34).
4. How is the outreach expense related to the advertising expense? Are the advertising costs distinct from the outreach expense? What is the basis for the line item on advertising?

Please let me know if you have any questions.

Thank You.

Curtis J. Williams
Public Utility Analyst
Office of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Office: (850) 413-6924
Fax: (850) 413-6925
Email: cjwillia@psc.state.fl.us

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

Page: 1
June 07, 2016

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Account No: 199-0709C
Statement No: 455254

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

05/31/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
		For Current Services Rendered	5,924.4C

Advances

05/10/2016		OTHER FLORIDA DEPARTMENT OF STATE RE:PUBLICATION OF MEETING NOTICE	21.84
05/31/2016		OTHER FLORIDA DEPARTMENT OF STATE RE:FAR PUBLICATION/NOTICE OF MEETING	53.76
		OTHER	75.6C
		Total Advances	75.6C
		Total Current Work	6,000.0C
		Previous Balance	\$6,000.0C

Payments

05/16/2016		Payment Received, Thank You.	-6,000.0C
		Balance Due	<u>\$6,000.0C</u>
		Please Remit	<u>\$6,000.0C</u>

Audited By [Signature] Date 6/10/2016

Approved By [Signature] Date 6/10/16
GL 5507

Professional Services for May, 2016

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

JA
6/14/16
[Signature]

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

Page: 1
June 07, 2016

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,924.40	0.00	75.60	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

June 7, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of May, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

RECEIVED JUL 07 2015

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: 1
 July 02, 2015

Account No: 199-07090
 Statement No: 446973

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

06/30/2015	NHH	Legal services rendered from June 1, 2015 - June 30, 2015.	Hours	
			1.00	
		For Current Services Rendered	1.00	6,000.00

Recapitulation

<u>Timekeeper</u>	<u>Hours</u>	<u>Rate</u>	<u>Total</u>
NORMAN HORTON, JR.	1.00	\$6,000.00	\$6,000.00

Total Current Work 6,000.00

Previous Balance \$6,000.00

Payments

06/25/2015 Payment Received, Thank You. -6,000.00

Balance Due \$6,000.00

Please Remit \$6,000.00

RECEIVED JUL 08 2015
 POSTED
 070815

MM

Audited By [Signature] Date 7/7/2015

Approved By [Signature] Date 7/8/15

5507

6000 mm

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

July 2, 2015

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of June, 2015. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

RECEIVED AUG 05 2015

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: 1
 August 03, 2015

Account No: 199-07090
 Statement No: 447540

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours		
07/31/2015	NHH Professional services including review and preparation of correspondence; review of minutes; attendance at meeting drafting documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00		
	For Current Services Rendered	1.00	6,000.00	

Recapitulation

<u>Timekeeper</u>	<u>Hours</u>	<u>Rate</u>	<u>Total</u>
NORMAN HORTON, JR.	1.00	\$6,000.00	\$6,000.00

Total Current Work	6,000.00
Previous Balance	\$6,000.00

Payments

07/10/2015	Payment Received, Thank You.	-6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

08-10-15 *WM*

Audited By *[Signature]* Date 8/10/2015
 Approved By *[Signature]* Date 8/10/15
 5507 6000.00

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
August 03, 2015
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

August 3, 2015

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of July, 2015. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

RECEIVED SEP 08 2015

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
September 03, 2015
Account No: 199-07090
Statement No: 448133

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours	
9/31/2015	NHH Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00	
	For Current Services Rendered	1.00	<u>5,980.96</u>

Advances

9/26/2015	OTHER FLORIDA DEPARTMENT OF STATE - Publication of meeting notice in Florida Administrative Register		19.04
	OTHER		<u>19.04</u>
	Total Advances		19.04
	Total Current Work		6,000.00
	Previous Balance		\$6,000.00

Payments

9/14/2015	Payment Received, Thank You.		-6,000.00
	Balance Due		<u>\$6,000.00</u>
	Please Remit		<u>\$6,000.00</u>

Audited By [Signature] Date 9/8/2015
 Approved By [Signature] Date 9/8/15
 5507 6000

090915

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
September 03, 2015
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,980.96	0.00	19.04	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

September 3, 2015

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of August, 2015. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

RECEIVED OCT 14 2015

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: 1
 October 05, 2015
 Account No: 199-07090
 Statement No: 448612

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours	
09/30/2015	NHH Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00	
	For Current Services Rendered	1.00	6,000.00

Recapitulation

Timekeeper	Hours	Rate	Total
NORMAN HORTON, JR.	1.00	\$6,000.00	\$6,000.00

Total Current Work	6,000.00
Previous Balance	\$6,000.00

Payments

09/21/2015	Payment Received, Thank You.	-6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 10/20/2015
 Approved By [Signature] Date 10/20/15
 5507 = 5550
 6000 = 450
 TOTAL 6000.00

POSTED
 10 20 15

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

1023

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
October 05, 2015
Account No: 199

Attr: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**

Tab3 Detail Work-In-Process Report
 MESSER CAPARELLO, P.A.

Primary Timekeeper: 4 NORMAN HORTON, JR.

Client: 199.07090 FLORIDA TELECOMMUNICATIONS RELAY INC. FLORIDA TELECOMM

Contact: JAMES FORSTALL
 Business 2: 850-656-1414
 Business Fax: 850-656-8099
 E-mail: jforstall@ftri.org
 * F269.07090

GENERAL MATTERS

Primary Timekeeper: 4 NHH Category: 10 UTILITIES
 Secondary Timekeeper: 4 NHH Draft Template: STI Rate Code: 1
 Originating Timekeeper: 4 NHH Final Template: STI Date Opened: 12/01/1994
 Previous Balance: 6,000.00

Date	Tmkr	H P	Tcode	Ref #	Rate	Units	Hours Worked	Hours to Bill	Write-Up/ Down Hrs	Amount	Write-Up/ Down Amt	Description	
09/30/2015	4 NHH		1	89	175.00		1.00	1.00		6,000.00	5,825.00	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
Billable Total:							1.00	1.00		6,000.00	5,825.00		
Fee Write-Up:									0.00				
Total Billable Fees							1.00	1.00		6,000.00	5,825.00		
Total Fee Write-Up									0.00				

Payments
 09/21/2015 90 59Apply to: 448133 -6,000.00 Payment Received, Thank You.

Total Billable Payments -6,000.00



Fees:	6,000.00	Previous Balance:	6,000.00		
Expenses:	0.00	Payments/Credits:	-8,000.00		
Advances:	0.00				
Total WIP:	6,000.00	Balance Due:	0.00	Total:	6,000.00

A/R:	0-30	31-60	61-90	91-120	121-180	181+
	0.00	0.00	0.00	0.00	0.00	0.00

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
October 13, 2015
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

	Fees	Expenses	Advances	Balance
199-07090 GENERAL MATTERS	450.00	0.00	0.00	<u>\$450.00</u>

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

Page: 1
 October 13, 2015

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Account No: 199-07090
 Statement No: 449578

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

09/30/2015	NHH	Reviewed informal complaint, emails and correspondence relevant to complaint; conferences with client; review and edit responses.	<i>D. Korman</i>	Hours	
				3.00	
		For Current Services Rendered		3.00	<u>450.00</u>

Recapitulation

Timekeeper	Hours	Rate	Total
NORMAN HORTON, JR.	3.00	\$150.00	\$450.00

Total Current Work 450.00

Balance Due \$450.00

Please Remit \$450.00

**ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.**

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: 1
 November 03, 2015
 Account No: 199-0709C
 Statement No: 449833

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours	
10/31/2015	NHH Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00	
	For Current Services Rendered	1.00	<u>6,000.00</u>

Recapitulation

<u>Timekeeper</u>	<u>Hours</u>	<u>Rate</u>	<u>Total</u>
NORMAN HORTON, JR.	1.00	\$6,000.00	\$6,000.00

Total Current Work	6,000.00
Previous Balance	\$6,000.00

Payments

10/23/2015	Payment Received, Thank You.	-6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 11/11/2015
 Approved By [Signature] Date 11/11/15
 5507 6000.00

POSTED
 111215

**ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.**

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page:
 November 03, 201
 Account No: 199-0709
 Statement No: 44983

Attn: JAMES FORSTALL

GENERAL MATTERS

		<u>Fees</u>			Hours
10/31/2015	NHH	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities. For Current Services Rendered			1.00 <u>1.00</u>
		Recapitulation			
	<u>Timekeeper</u> NORMAN HORTON, JR.	<u>Hours</u> 1.00	<u>Rate</u> \$6,000.00	<u>Total</u> \$6,000.00	
				Total Current Work	6,000.00
				Previous Balance	\$6,000.00
		<u>Payments</u>			
10/23/2015		Payment Received, Thank You.			-6,000.00
				Balance Due	<u>\$6,000.00</u>
				Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 11/11/2015
 Approved By [Signature] Date 11/11/15
 5507 6000.00

POSTED
 111215

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
November 03, 2015
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

November 2, 2015

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of October, 2015. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: 1
 December 02, 2015
 Account No: 199-07090
 Statement No: 450328

RECEIVED DEC 08 2015

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

			Hours	
11/12/2015	RJT	Review proposed letter re Maria Dyckman; discuss with D. Horton	0.30	
11/30/2015	NHH	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00	
		For Current Services Rendered	1.30	<u>5,973.54</u>

Advances

11/17/2015	OTHER FLORIDA DEPARTMENT OF STATE - Publication of meeting notice in Florida Administrative Register	26.46
	OTHER	<u>26.46</u>
	Total Advances	26.46
	Total Current Work	6,000.00
	Previous Balance	\$6,000.00

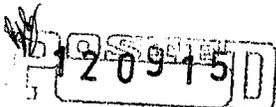
Payments

11/16/2015	Payment Received, Thank You.	-6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 12/5/2015

Approved By [Signature] Date 12/8/15

5507 6000.00



ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

Page: 1
December 02, 2015
Account No: 199

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,973.54	0.00	26.46	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

December 2, 2015

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of November, 2015. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

NHH 12/7/15

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
January 05, 2016
Account No: 199-0709C
Statement No: 452279

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours	
12/30/2015	NHH Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00	
	For Current Services Rendered	5.00	6,000.00
	Total Current Work		6,000.00
	Previous Balance		\$6,000.00

Payments

12/18/2015	Payment Received, Thank You.		-6,000.00
	Balance Due		<u>\$6,000.00</u>
	Please Remit		<u>\$6,000.00</u>

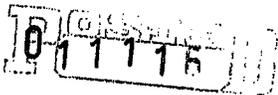
Audited By [Signature] Date 1/8/2016

Approved By [Signature] Date 1/8/16

5507

6000.00

JA 1/11/16



ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

RECEIVED JAN 07 2016

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

Page: 1
January 05, 2016
Account No: 199

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

January 5, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of December, 2015. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: 1
 February 02, 2016
 Account No: 199-07090
 Statement No: 452798

RECEIVED FEB 05 2016

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours	
1/31/2016	NHH Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00	
	For Current Services Rendered	1.00	6,000.00

Recapitulation

<u>Timekeeper</u>	<u>Hours</u>	<u>Rate</u>	<u>Total</u>
NORMAN HORTON, JR.	1.00	\$6,000.00	\$6,000.00

Total Current Work	6,000.00
Previous Balance	\$6,000.00

Payments

11/19/2016	Payment Received, Thank You.	-6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 2/5/2016
 Approved By [Signature] Date 2/5/16
 5507 6000.00

POSTED
 020416

JA
 2/5/16

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
February 02, 2016
Account No: 196

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

February 2, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of January, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Attn: JAMES FORSTALL

Page: 1
 March 02, 2016
 Account No: 199-07090
 Statement No: 453250

GENERAL MATTERS

Fees

		Hours	
02/29/2016	NHH Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	1.00	
	For Current Services Rendered	5.30	<u>5,976.34</u>

Advances

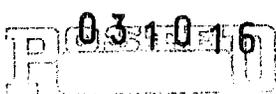
02/23/2016	OTHER FLORIDA DEPARTMENT OF STATE - Publish meeting notice in Florida Administrative Register		23.66
	OTHER		<u>23.66</u>
	Total Advances		23.66
	Total Current Work		6,000.00
	Previous Balance		\$6,000.00

Payments

02/11/2016	Payment Received, Thank You.		-6,000.00
	Balance Due		<u>\$6,000.00</u>
	Please Remit		<u>\$6,000.00</u>

Audited By ASB Date 3/9/2016

Approved By JF Date 3/9/16
 5507 6000.00



JA
 3/10/16

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

Page: 1
March 02, 2016
Account No: 199

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,976.34	0.00	23.66	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

March 3, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of February, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: April 01, 2011
 Account No: 199-0709
 Statement No: 45374

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

03/31/2016	NHH	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	Hours	
		For Current Services Rendered	1.00	
			1.00	6,000.00

<u>Timekeeper</u>	Recapitulation	<u>Hours</u>	<u>Rate</u>	<u>Total</u>
NORMAN HORTON, JR.		1.00	\$6,000.00	\$6,000.00

Total Current Work	6,000.00
Previous Balance	\$6,000.00

Payments

03/16/2016	Payment Received, Thank You.	-6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
April 01, 2016
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

April 1, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of March, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Norman H. Horton, Jr.

NHH:bjm
Enclosure

Audited By  Date 4/7/2016
Approved By  Date 4/8/16

5587

Professional Services April, 2016

JA
4/11/16


MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
May 04, 2016

Account No: 199-07090
Statement No: 454734

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

04/06/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
		For Current Services Rendered	6,000.00
		Total Current Work	6,000.00
		Previous Balance	\$6,000.00

Payments

04/15/2016		Payment Received, Thank You.	-6,000.00
		Balance Due	<u>\$6,000.00</u>
		Please Remit	<u>\$6,000.00</u>

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
May 04, 2016
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

May 4, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue
Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of April, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

Audited By [Signature] Date 5/6/2016
Approved By [Signature] Date 5/6/16
5507 6,000.⁰⁰

RECEIVED MAY 6 - 2016

JA
5/9/16
[Signature]

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
July 06, 2016

Account No: 199-07091
Statement No: 455771

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

06/30/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
		For Current Services Rendered	6,000.00
		Total Current Work	6,000.00
		Previous Balance	\$6,000.00

Payments

06/17/2016		Payment Received, Thank You.	-6,000.00
		Balance Due	<u>\$6,000.00</u>
		Please Remit	<u>\$6,000.00</u>

Audited By BAZ Date 7/8/2016

Approved By J Date 7/10/16

5507

6,000.00

Professional Service for June, 2016

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

RECEIVED JUL 08 2016
JA
7/8/16
LJW/C

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
July 06, 2010
Account No: 19

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS					
6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

July 6, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of June, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
August 03, 2016
Account No: 199-07090
Statement No: 456295

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

07/31/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
		For Current Services Rendered	5,953.10

Advances

07/13/2016		OTHER FLORIDA DEPARTMENT OF STATE FAR Publication/Notice of Meeting	27.30
08/01/2016		OTHER FLORIDA DEPARTMENT OF STATE RE:FAR PUBLICATION/NOTICE OF MEETING	19.60
		OTHER	46.90
		Total Advances	46.90
		Total Current Work	6,000.00
		Previous Balance	\$6,000.00

Payments

07/14/2016		Payment Received, Thank You.	-6,000.00
		Balance Due	<u>\$6,000.00</u>
		Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 8/8/2016

Approved By [Signature] Date 8/10/16

5507 6,000.00

Contract Services

RECEIVED AUG 05 2016

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

For July, 2016

JA
8/8/16
[Signature]

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page:
August 03, 201
Account No: 19

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,953.10	0.00	46.90	-6,000.00	<u>\$6,000.0</u>

RECEIVED AUG 05 2016

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

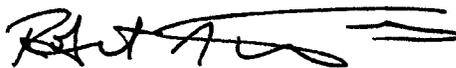
August 3, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of July, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

RECEIVED AUG 05 2016

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Attn: JAMES FORSTALL

GENERAL MATTERS

Page: 1
September 01, 2016
Account No: 199-07090
Statement No: 456689

Fees

		Hours
8/31/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.
	Previous Balance	\$6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 9/4/2016

Approved By [Signature] Date 9/12/16

5507

6,000.00

Professional Service for August, 2016

RECEIVED SEP 05 2016

RECEIVED SEP 07 2016

JA
9/8/16
[Signature]

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

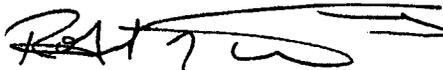
September 1, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of August, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

~~RECEIVED SEP 0 2016~~

RECEIVED SEP 07 2016

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
September 01, 2016
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	0.00	0.00	0.00	0.00	<u>\$6,000.00</u>

RECEIVED SEP 07 2016

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
October 03, 2016
Account No: 199-07090
Statement No: 457283

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

			Hours
9/30/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
		For Current Services Rendered	6,000.00
		Total Current Work	6,000.00
		Previous Balance	\$6,000.00

Payments

9/16/2016		Payment Received, Thank You.	-6,000.00
		Balance Due	\$6,000.00
		Please Remit	\$6,000.00

Audited By [Signature] Date 10/6/2016

Approved By [Signature] Date 10/17/16

5507 6,000.00
Professional Services for Sept, 16

JA
10/16/16
LJME

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
October 03, 2016
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
November 03, 2016
Account No: 199-07090
Statement No: 457956

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours
10/31/2016	RJT Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
	For Current Services Rendered	6,000.00
	Total Current Work	6,000.00
	Balance Due	<u>\$6,000.00</u>
	Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 11/7/2016

Approved By [Signature] Date 11/7/16

5507

6,000.00

Professional Services
for October, 2016

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

JA
11/8/16
[Signature]

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
November 03, 2016
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

	Fees	Expenses	Advances	Balance
199-07090 GENERAL MATTERS	6,000.00	0.00	0.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

November 3, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of October, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
December 01, 2016
Account No: 199-07090
Statement No: 458760

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

11/30/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
		For Current Services Rendered	5,909.00

Advances

11/01/2016		OTHER FLORIDA DEPARTMENT OF STATE RE:FAR PUBLICATION/NOTICE OF MEETING	27.86
11/29/2016		FAR PUBLICATION/NOTICE OF MEETING - FLORIDA DEPARTMENT OF STATE	63.14
		OTHER	91.00
		Total Advances	91.00
		Total Current Work	6,000.00
		Previous Balance	\$6,000.00

Payments

11/10/2016		Payment Received, Thank You.	-6,000.00
		Balance Due	<u>\$6,000.00</u>
		Please Remit	<u>\$6,000.00</u>

RECEIVED DEC 06 2016

JA
12/19/16
L. J. [Signature]

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
December 01, 2016
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,909.00	0.00	91.00	-6,000.00	<u>\$6,000.00</u>

APPROVED BY ASB Date 12/7/2016
APPROVED BY J Date 12/8/16
5507 6,000.00
Professional Service
for November, 2016

RECEIVED DEC 06 2016

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

December 1, 2016

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of November, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

RECEIVED DEC 06 2016

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
January 04, 2017
Account No: 199-07090
Statement No: 460718

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

			Hours	
12/30/2016	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.		
		For Current Services Rendered	15.20	6,000.00
		Total Current Work		6,000.00
		Previous Balance		\$6,000.00

Payments

12/19/2016		Payment Received, Thank You.		-6,000.00
		Balance Due		<u>\$6,000.00</u>
		Please Remit		<u>\$6,000.00</u>

Audited By AB Date 1/9/2017
Approved By J Date 1/23/17
5507 6,000.00

Professional Services Dec, 2016

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

JA
1/16/17
WMK

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
January 04, 2017
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

January 4, 2017

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of December, 2016. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Page: 1
 February 03, 2017
 Account No: 199-07090
 Statement No: 461366

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

		Hours	
11/31/2017	RJT Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.		
	For Current Services Rendered	34.40	5,968.50

Advances

11/31/2017	FAR PUBLICATION / NOTICE OF MEETING - FLORIDA DEPARTMENT OF STATE		31.50
	OTHER		31.50
	Total Advances		31.50
	Total Current Work		6,000.00
	Previous Balance		\$6,000.00

Payments

11/12/2017	Payment Received, Thank You.		-6,000.00
	Balance Due		\$6,000.00
	Please Remit		\$6,000.00

Audited By [Signature] Date 2/6/2017

Approved By [Signature] Date 2/6/17

5507

6000.00

Professional Service

JA
 2/6/17
 [Signature]

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
February 03, 2017
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,968.50	0.00	31.50	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

February 3, 2017

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of January, 2017. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: March 03, 2017
Account No: 199-0709
Statement No: 46184

Attn: JAMES FORSTALL

GENERAL MATTERS

Fees

02/28/2017	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.	
		For Current Services Rendered	6,000.00
		Total Current Work	6,000.00
		Previous Balance	\$6,000.00

Payments

02/13/2017		Payment Received, Thank You.	-6,000.00
		Balance Due	<u>\$6,000.00</u>
		Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 3/7/2017

Approved By [Signature] Date 3/7/17

JA
3/8/17
[Signature]

5507 6,000.00

Professional services for February, 2017

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

Page: 1
March 03, 2017

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

March 3, 2017

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of February, 2017. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

MESSER CAPARELLO, P.A.
 2618 CENTENNIAL PLACE
 TALLAHASSEE, FLORIDA 32308
 TELEPHONE (850)222-0720
 E.I.N. 59-2921100

Page: 1
 April 03, 2017

FLORIDA TELECOMMUNICATIONS RELAY, INC.
 1820 E. PARK AVENUE
 SUITE 101
 TALLAHASSEE, FL 32301

Account No: 199-0709C
 Statement No: 462328

Attn: JAMES FORSTALL

GENERAL MATTERS

		<u>Fees</u>	<u>Hours</u>	
03/31/2017	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.		
		For Current Services Rendered	32.60	5,970.18

		<u>Advances</u>	
03/22/2017		FAR PUBLICATION NOTICE OF MEETING - FLORIDA DEPARTMENT OF STATE	29.82
		OTHER	29.82
		Total Advances	29.82
		Total Current Work	6,000.00
		Previous Balance	\$6,000.00

		<u>Payments</u>	
03/13/2017		Payment Received, Thank You.	-6,000.00
		Balance Due	<u>\$6,000.00</u>
		Please Remit	<u>\$6,000.00</u>

Audited By [Signature] Date 4/6/2017

Approved By [Signature] Date 4/6/17

5507 6,000.00

JA
 4/6/17
[Signature]

ALL INVOICES DUE UPON RECEIPT.
 THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
April 03, 2017
Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS 6,000.00	5,970.18	0.00	29.82	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

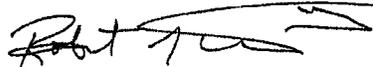
April 4, 2017

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services for the month of March, 2017. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Attn: JAMES FORSTALL

GENERAL MATTERS

Page: May 02, 2017
Account No: 199-0709
Statement No: 46374

Fees

			Hours	
04/30/2017	RJT	Professional services including review and preparation of correspondence; review of minutes; attendance at meeting; drafting of documents; review and modification of documents; communications with PSC and monitoring of PSC and legislative activities.		
		For Current Services Rendered	46.70	6,000.00
		Total Current Work		6,000.00
		Previous Balance		\$6,000.00

Payments

04/11/2017		Payment Received, Thank You.		-6,000.00
		Balance Due		<u>\$6,000.00</u>
		Please Remit		<u>\$6,000.00</u>

Audited By [Signature] Date 5/4/2017

Approved By [Signature] Date 5/4/17

5507 6,000.00

Professional Services

JA
5/8/17
[Signature]

ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.

MESSER CAPARELLO, P.A.
2618 CENTENNIAL PLACE
TALLAHASSEE, FLORIDA 32308
TELEPHONE (850)222-0720
E.I.N. 59-2921100

FLORIDA TELECOMMUNICATIONS RELAY, INC.
1820 E. PARK AVENUE
SUITE 101
TALLAHASSEE, FL 32301

Page: 1
May 02, 2017

Account No: 199

Attn: JAMES FORSTALL

PLEASE INCLUDE THIS PAGE WITH PAYMENT

Previous Balance	Fees	Expenses	Advances	Payments	Balance
199-07090 GENERAL MATTERS					
6,000.00	6,000.00	0.00	0.00	-6,000.00	<u>\$6,000.00</u>

**ALL INVOICES DUE UPON RECEIPT.
THANK YOU FOR YOUR PROMPT PAYMENT.**


MESSER CAPARELLO
Attorneys At Law
Strategically Positioned in Florida's Capital

May 2, 2017

Mr. James Forstall
Florida Telecommunications Relay, Inc.
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Dear James:

Enclosed is our firm's invoice in the amount of \$6,000.00, for legal services and fees for the month of April, 2017. If you have any questions regarding the statement, please give me a call.

Sincerely,



Robert J. Telfer III

Enclosure

Curtis Williams

From: Brett Bascom <bbascom@ftri.org>
Sent: Friday, May 12, 2017 11:22 AM
To: Curtis Williams
Cc: Beth Salak; Greg Fogleman; Mark Long; Jeff Bates; Pamela Page; James Forstall
Subject: FW: Request for information from the PSC
Attachments: doc07289220170511112742.pdf; doc07289320170511112755.pdf

Curtis,

Please see response below from our CPA, Glen McDuffie.

Thanks

Brett

Brett A. Bascom
Business Manager
Florida Telecommunications Relay, Inc.

From: Glen McDuffie [mailto:glen@memcpas.com]
Sent: Thursday, May 11, 2017 11:30 AM
To: Brett Bascom <bbascom@ftri.org>
Cc: James Forstall <jforstall@ftri.org>
Subject: RE: Request for information from the PSC

Brett:

Per our conversation the Affordable Care Act did provide for Refundable tax credit for small businesses and non-profit organizations but the Act stated that for tax years beginning after 2013 that the credit is available for two consecutive years only. FTRI did claim this credit for FYE 6/30/2015 and FYE 6/30/2016 as allowed by law but is not able as a benefit beyond this two year period. We have attached the following documentation confirming this provision of the Affordable Care Act:

1. IRS Form 8941 instructions, page 1 - 2. We have highlighted the appropriate section.
2. Information from the IRS website related to the Small Business Health Care Tax Credit. We have highlighted the section regarding the two year period.

While we do expect a tax law this year as well as changes in the Health Care Law we cannot anticipate if any change will modify this credit or provide any tax savings for FTRI.

Please let us know if we can be of further assistance.

Best regards, Glen

Glen McDuffie
Moore Ellison & McDuffie CPA's PA
2627 Mitcham Dr.
Tallahassee, FL 32308
Phone (850) 877-3149

Fax (850) 878-0474
Email glen@memcpas.com

This email is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this email message is not the intended recipient, or the employee or agent responsible for delivery of the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is prohibited. If you have received this email in error, please notify us immediately by telephone at (850) 877-3149 and also indicate the sender's name. Thank you.

We inform you that, unless expressly stated otherwise, any U.S. federal tax advice contained in this e-mail, including attachments, is not intended or written to be used, and cannot be used, by any person for the purpose of avoiding any penalties that may be imposed by the Internal Revenue Service.

From: Brett Bascom [<mailto:bbascom@ftri.org>]
Sent: Wednesday, May 10, 2017 4:59 PM
To: Glen McDuffie
Cc: James Forstall
Subject: Request for information from the PSC

Glen,

We have been contacted by the Public Service Commission for additional information:

1. Please explain in detail why FTRI is no longer eligible for the Health Care Credit (line 34).

Would you be able to develop a response for us?

Thanks
Brett

Brett A. Bascom
Business Manager
(850) 205-1470 ext. 225
Florida Telecommunications Relay, Inc.
1820 East Park Avenue
Suite 101
Tallahassee, FL 32301

2016



Department of the Treasury
Internal Revenue Service

Instructions for Form 8941

Credit for Small Employer Health Insurance Premiums

Section references are to the Internal Revenue Code unless otherwise noted.

Future Developments

For the latest information about developments related to Form 8941 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/form8941.

What's New

Line C was added to reflect the 2 consecutive tax year credit limitation for tax years beginning after 2013. For more information, see [Credit Period](#).

General Instructions

Purpose of Form

Eligible small employers (defined below) use Form 8941 to figure the credit for small employer health insurance premiums for tax years beginning after 2009. For tax years beginning after 2013, the credit is only available for a 2 consecutive tax year credit period. The maximum credit is generally a percentage of premiums the employer paid during the tax year for certain health insurance coverage the employer provided to certain employees enrolled in a qualified health plan offered through a Small Business Health Options Program (SHOP) Marketplace. But the credit may be reduced by limitations based on the employer's full-time equivalent employees, average annual wages, adjusted average premiums, and state premium subsidies and tax credits.



For information about insurance plans offered through a SHOP Marketplace, visit healthcare.gov.

For tax-exempt eligible small employers, the maximum credit is 35% of premiums paid, is also limited to the amount of certain payroll taxes paid, and is claimed as a refundable credit on Form 990-T, Exempt Organization Business Income Tax Return. A tax-exempt eligible small employer is an eligible small employer described in section 501(c) that is exempt from taxation under section 501(a). A tax-exempt employer not described in section 501(c) is generally not eligible to claim this credit. However, a tax-exempt farmers' cooperative subject to tax under section 1381 may be able to claim the credit as a general business credit as discussed next.

For all other eligible small employers, the maximum credit is 50% of premiums paid, can be taken against both regular and alternative minimum tax, and is claimed as part of the general business credit on Form 3800.



Partnerships, S corporations, cooperatives, estates, trusts, and tax-exempt eligible small employers must file this form to claim the credit. All other taxpayers must not complete or file this form if their only source for this credit is a partnership, S corporation, cooperative, estate, or trust. Instead, they must report this credit directly on line 4h in Part III of Form 3800, General Business Credit.

Eligible Small Employers

You are an eligible small employer for the tax year if you meet the following three requirements.

1. You paid premiums for employee health insurance coverage under a qualifying arrangement. A qualifying arrangement is generally an arrangement that requires you to pay a uniform percentage (not less than 50%) of the premium cost for each enrolled employee's health insurance coverage (defined later). However, an arrangement that requires you to pay a uniform premium for each enrolled employee (composite billing) and offers different tiers of coverage (for example, employee-only, dependent, and family coverage) can be a qualifying arrangement even if it requires you to pay a uniform percentage that is less than 50% of the premium cost for employees not enrolled in employee-only coverage.

In addition, an arrangement that requires you to pay a separate premium for each employee based on age or other factors (list billing) can be a qualifying arrangement even if it requires you to pay a uniform percentage that is less than 50% of the premium cost for some employees.

For details, see *Employer Premiums Paid, Health Insurance Coverage, and Qualifying Arrangement*, later.

2. You had fewer than 25 full-time equivalent employees (FTEs) for the tax year. You may be able to meet this requirement even if you had 25 or more employees. For details, see Worksheets 1 and 2.



Although the term "eligible small employer" is defined in the Internal Revenue Code to include employers with "no more than" 25 FTEs, the phase out of the credit amount operates in such a way that an employer with exactly 25 FTEs is not in fact eligible for the credit.

3. You paid average annual wages for the tax year of less than \$52,000 per FTE. For details, see Worksheets 1 and 3.



If you had more than 10 FTEs and average annual wages of more than \$25,000, the FTE and average annual wage limitations (discussed later) will separately reduce your credit. This may reduce your credit to zero even if you had fewer than 25 FTEs and average annual wages of less than \$52,000.

Employers treated as a single employer. Treat the following employers as a single employer to figure the credit.

- Employers who are corporations in a controlled group of corporations.
- Employers who are members of an affiliated service group.
- Employers who are partnerships, proprietorships, etc., under common control. See Regulations sections 1.414(c)-2, 1.414(c)-3, and 1.414(c)-4.
- Tax-exempt employers under common control. See Regulations section 1.414(c)-5.

For details, see section 45R(e)(5)(A) and Regulations section 1.45R-2(b).



No more than one Form 8941 can be filed with a tax return, unless the exception described in Example 2 below applies.

Example 1. You are a sole proprietor with two separate businesses and you file a separate Schedule C (Form 1040) for each business. You must treat both businesses as a single employer to figure the credit. You will file one Form 8941 for both businesses.

Example 2. You and your spouse are both sole proprietors and file a separate Schedule C (Form 1040) for each of your separate businesses. Neither spouse was an employee of the other spouse or participated in the management of the other spouse's business at any time during the tax year. No more than 50% of the gross income of either business was derived from royalties, rents, dividends, interest, and annuities and you otherwise meet the requirements listed in Regulations section 1.414(c)-4(b)(5)(ii). Don't treat both businesses as a single employer to figure the credit. If you and your spouse are both eligible small employers, you can file two Forms 8941 with a jointly filed Form 1040.

Credit Period

For tax years beginning after 2013, the credit period during which the credit can be claimed is a 2 consecutive tax year period beginning with the first tax year in which:

- An eligible small employer (or any predecessor) files an income tax return with an attached Form 8941 with line A checked "Yes" and a positive amount on line 12, or
- A tax-exempt eligible small employer (or any predecessor) files Form 990-T with an attached Form 8941 with line A checked "Yes" and a positive amount on line 12.

Employer Premiums Paid

Only premiums you paid for health insurance coverage under a qualifying arrangement (discussed later) for individuals considered employees are counted when figuring your credit.

State premium subsidy or tax credit. If you are entitled to a state tax credit or a state premium subsidy paid directly to you for premiums you paid, do not reduce the amount you paid by the credit or subsidy amount. Also, if a state pays a premium subsidy directly to your insurance provider, treat the subsidy amount as an amount you paid for employee health insurance coverage.

Wellness programs. A wellness program is generally an insurance program of health promotion or disease prevention. If you pay part or all of the cost of an employee's participation in a wellness program, use the amount you paid to figure your employer premiums paid.

Tobacco surcharges. A tobacco surcharge is generally an additional amount charged for insurance for a tobacco user. If you pay part or all of an employee's tobacco surcharge, you can't use the amount you paid to figure your employer premiums paid.

Dependent coverage. Dependent coverage is generally coverage offered separately to an individual who is or may become eligible for coverage under the terms of a group health plan because of a relationship to a participant-employee, whether or not a dependent of the participant-employee. Dependent coverage doesn't include coverage, such as family coverage, which includes coverage of the participant-employee. If you pay part or all of the cost of an employee's dependent coverage, use the amount you paid to figure your employer premiums paid.

Portion of premiums paid. If you pay only a portion of the premiums and your employees pay the rest, only the portion you pay is taken into account. For this purpose, any premium paid through a salary reduction arrangement under a section 125 cafeteria plan isn't treated as an employer paid premium. For more information on cafeteria plans, see section 1 of Publication 15-B, Employer's Tax Guide to Fringe Benefits.

Example 3. You offer health insurance coverage to employees under a qualifying arrangement that requires you to pay 60% of the premium cost for employee-only coverage for each employee enrolled in any health insurance coverage you provide to employees. The total premium for each employee enrolled in employee-only coverage is \$5,200 per year or \$100 ($\$5,200 \div 52$) for each weekly payday. The total premium for each employee enrolled in family coverage is \$13,000 per year or \$250 ($\$13,000 \div 52$) for each weekly payday.

Each payday you contribute \$60 (60% of \$100) toward the premium cost of each employee enrolled in employee-only coverage and withhold the remaining \$40 from the employee's paycheck to obtain the \$100 total weekly premium. Each payday you contribute \$60 (the same amount you pay toward the premiums of employees enrolled in employee-only coverage) toward the premium cost of each employee enrolled in family coverage and withhold the remaining \$190 from the employee's paycheck to obtain the \$250 total weekly premium.

To determine the premiums you paid during the tax year, multiply the number of pay periods during which the employee was enrolled in the health insurance coverage by \$60. For example, you would have paid \$3,120 ($\60×52) for an employee who was enrolled for the entire tax year. You would have paid \$600 ($\60×10) for an employee who was only enrolled for 10 pay periods. You will need an additional set of calculations if the premium amounts changed during the tax year.



Affordable Care Act Topics

- [Individuals and Families](#)
- [Employers](#)
- [Information Returns \(AIR\)](#)
- [ALE Info Center](#)
- [Tax Professionals](#)
- [What's Trending](#)
- [Health Care Tax Tips](#)
- [Questions and Answers](#)
- [List of Tax Provisions](#)
- [Legal Guidance and Other Resources](#)
- [Affordable Care Act Tax Provisions Home](#)

Small Business Health Care Tax Credit and the SHOP Marketplace

[Español](#)

If you are a small employer, there is a tax credit that can put money in your pocket.

The small business health care tax credit benefits employers that:

- Have fewer than 25 full-time equivalent employees
- Pay average wages of less than \$50,000 a year per full-time equivalent (indexed annually for inflation beginning in 2014)
 - For tax years 2015 and 2016, the inflation-adjusted amount is \$52,000
- Pay at least half of employee health insurance premiums

To be eligible for this credit, you must have purchased coverage through the small business health options program, also known as the SHOP marketplace.

For information about insurance plans offered through the SHOP Marketplace, visit Healthcare.gov.

How will the credit make a difference for you?

For tax years 2010 through 2013, the maximum credit is 35 percent of premiums paid for small business employers and 25 percent of premiums paid for small tax-exempt employers such as charities.

For tax years beginning in 2014 or later, there are changes to the credit:

- The maximum credit increases to 50 percent of premiums paid for small business employers and 35 percent of premiums paid for small tax-exempt employers.
- To be eligible for the credit, a small employer must pay premiums on behalf of employees enrolled in a qualified health plan offered through a Small Business Health Options Program (SHOP) Marketplace or qualify for an exception to this requirement.
- The credit is available to eligible employers for two consecutive taxable years.

If you pay \$50,000 a year toward employees' health care premiums — and if you qualify for a 15 percent credit, you save... \$7,500. If you save \$7,500 a year from tax year 2010 through 2013, that's total savings of \$30,000. If, in 2014, you qualify for a slightly larger credit, say 20 percent, your savings go from \$7,500 a year to \$10,000 a year.

Even if you are a small business employer who did not owe tax during the year, you can carry the credit back or forward to other tax years. Also, since the amount of the health insurance premium payments is more than the total credit, eligible small businesses can still claim a business expense deduction for the premiums in excess of the credit. That's both a credit and a deduction for employee premium payments.

There is good news for small tax-exempt employers too. The credit is refundable, so even if you have no taxable income, you may be eligible to receive the credit as a refund so long as it does not exceed your income tax withholding and Medicare tax liability. Refund payments issued to small tax-exempt employers claiming the refundable portion of credit are subject to sequestration. Find out more information on [sequestration](#). Note that the Congressional Budget Office estimates that a sequestration for fiscal year 2016 will not be required.

If you can benefit from the credit this year but forgot to claim it on your tax return, there's still time to file an amended return. Refund limitations may apply. Generally, a claim for refund must be filed within 3 years from the time the return was filed or 2 years from the time the tax was paid, whichever of such periods expires the later, or if no return was filed by the taxpayer, within 2 years from the time the tax was paid.

[See examples](#) of how the credit applies in different circumstances.

Can you claim the credit?

To be eligible, you must cover at least 50 percent of the cost of employee-only (not family or dependent) health care coverage for each of your employees. You must also have fewer than 25 full-time equivalent employees (FTEs). Those employees must have average wages of less than \$50,000 (as adjusted for inflation beginning in 2014) per year. Remember, you will have to purchase insurance through the SHOP Marketplace (or qualify for an exception to this requirement) to be eligible for the credit for tax years 2014 and beyond. For information about State-based SHOPs participating in the direct enrollment process, such as the one adopted by federally-facilitated SHOP Marketplaces, see the [Centers for Medicare & Medicaid Services \(CMS\) FAQs](#) about flexibilities for State-based SHOP direct enrollment.

What IS an FTE? Basically, two half-time employees count as one FTE. That means 20 half-time employees are equivalent to 10 FTEs, which makes the number of FTEs 10, not 20.

If you pay total average annual wages of \$200,000 and have 10 FTEs. To figure average annual wages you divide \$200,000 by 10 — the number of FTEs — and the result is your average annual wage. The average annual wage would be \$20,000.

The amount of the credit you receive works on a sliding scale. The smaller the business or charity, the bigger the credit. So if you have more than 10 FTEs or if the average wage is more than \$25,000 (as adjusted for inflation beginning in 2014), the amount of the credit you receive will be less.

How do you claim the credit?

You must use [Form 8941](#), Credit for Small Employer Health Insurance Premiums, to calculate the credit. For detailed information on filling out this form, see the [Instructions](#) for Form 8941.

If you are a small business, include the amount as part of the general business credit on your income tax return.

If you are a tax-exempt organization, include the amount on line 44f of the Form 990-T, Exempt Organization Business Income Tax Return. You must file the Form 990-T in order to claim the credit, even if you don't ordinarily do so.

Don't forget... if you are a small business employer, you may be able to carry the credit back or forward. And if you are a tax-exempt employer, you may be eligible for a refundable credit.

Page Last Reviewed or Updated: 26-Jan-2017

Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Monday, May 15, 2017 1:48 PM
To: Curtis Williams
Cc: Brett Bascom
Subject: Quarterly Financials
Attachments: 3rd Qtr Financials - 5.15.2017.pdf

Attached is the quarter ended March 31, 2017 quarterly financials.

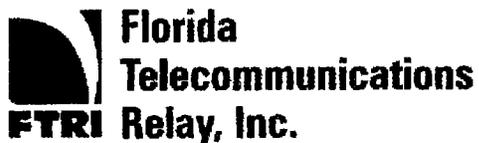
Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
1820 E Park Avenue, Suite 101
Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

Please like us on [Facebook](#)





May 15, 2017

Curtis Williams, Regulatory Analyst IV
Office of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: FTRI Quarterly Reports

Mr. Williams:

Attached are the quarterly financials and quarterly distribution reports for the three months ended March 31, 2017. Also attached is the Quarterly Status of ALEC Activity report for your review.

Should you have any questions or need additional information, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "James Forstall", is written over a printed name and title.

James Forstall
Executive Director

Attachments

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF REVENUE AND EXPENSES
As of March 31, 2017

	Quarter Actual	YTD-Actual	FY 2016-2017 Budget
1	REVENUE		
2	1,752,236	5,382,588	7,297,393
3	0	0	0
4	13,755	35,326	34,188
5			0
6	1,765,991	5,417,914	7,331,581
7	OPERATING EXPENSES		
	CATEGORY I		
	Relay Service		
8	709,015	2,111,496	3,192,039
	709,015	2,111,496	3,192,039
	SUBTOTAL CATEGORY I		
	CATEGORY II		
	Equipment & Repairs		
9	0	0	0
10	0	0	0
11	4,600	4,600	1,533
12	0	0	0
13	0	0	0
14	0	0	0
15	373,513	924,914	1,415,745
16	0	832	689
17	600	5,400	7,200
18	0	0	0
19	0	300	0
20	500	2,038	1,589
21	3,710	4,956	6,968
22	386	617	481
23	14,798	47,750	89,829
	398,107	991,407	1,524,034
	SUBTOTAL CAT II		
	CATEGORY III		
	Equip Dist & Training		
24	9,930	29,353	43,225
25	196,074	549,747	910,059
26	0	0	0
27	0	0	624
	206,004	579,100	953,908
	SUBTOTAL CAT III		

	Quarter Actual	YTD-Actual	FY 2016-2017 Budget	
CATEGORY IV				
Outreach				
28	Outreach Expense	147,658	401,058	574,626
	SUBTOTAL CAT IV	147,658	401,058	574,626
CATEGORY V				
General & Admin				
29	Advertising	15	15	1,340
30	Accounting/Audit	776	20,339	26,140
31	Legal	18,000	54,000	71,400
32	Consultation-Computer	1,794	5,467	7,187
33	Dues /Subscriptions	191	1,468	3,439
34	Office Furniture	0	0	0
35	Office Equipment	1,264	3,203	4,507
36	Depreciation	0	0	0
37	Office Eqpt Lease	417	1,453	1,695
38	Insurance-Hith/Life	27,591	96,530	125,343
39	Insurance-Other	2,862	7,323	10,748
40	Office Expense	3,116	9,884	14,197
41	Postage	1,021	4,042	4,489
42	Printing	240	1,554	719
43	Rent	23,093	68,832	93,921
44	Utilities	1,295	3,944	5,065
45	Retirement	20,905	46,005	65,585
46	Employee Compensation	106,728	313,280	434,973
47	Temp Employment	0	0	9,640
48	Taxes - Payroll	7,911	23,478	33,275
49	Taxes - Unemp comp	1,367	1,628	2,012
50	Taxes - licenses	0	0	0
51	Telephone	4,814	13,284	15,595
52	Travel & Business Exp	7,142	9,891	18,700
53	Equipment Maintenance	575	713	937
54	Employee Training	0	342	567
55	Meeting Expense	205	930	3,641
56	Miscellaneous	0	0	0
	SUBTOTAL CAT V	231,322	687,605	955,115
CATEGORY VI				
	NDBEDP	0	0	0
	SUBTOTAL CAT VI	0	0	0
57	TOTAL EXPENSES	<u>1,692,106</u>	<u>4,770,666</u>	<u>7,199,722</u>
58	REV less EXP	<u>73,885</u>	<u>647,248</u>	<u>131,859</u>

FLORIDA TELECOMMUNICATIONS RELAY, INC.
Statement of Source & Application of Funds
Three Months Ended March 31, 2017

Source of Funds:

Operations		
Operating Revenue	1,765,991	
Operating Expenses	1,692,106	
Net Income (Loss) from Operations	<u>73,885</u>	73,885
Other		
Miscellaneous Revenue		
Expenses not Requiring Funds		
Depreciation	0	
Total Other Sources	<u>0</u>	0

Application of Funds:

Other Expenses		
Additions to (disposal of) Property & Equipment	0	
Total Application of Funds	<u>0</u>	0
		<u>73,885</u>
Increase (Decrease) in Fund Balance*		73,885

Schedule of Changes in Fund Balance

	12/31/2016	3/31/2017	Fund Balance* Increase or (Decrease)
Cash Investments	17,072,177	17,255,020	182,843
Accounts Receivable	591,650	583,762	(7,888)
Other Assets	7,839	7,839	0
Accounts Payable	472,978	579,913	(106,935)
Tax Deferred Annuity Payable	0	0	0
Prepaid Insurance	5,678	2,494	(3,184)
Prepaid Rent	0	0	0
Prepaid Services	0	9,049	9,049
Increase or (Decrease) in Fund Balance			<u>73,885</u>

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF FINANCIAL POSITION
AS OF March 31, 2017

ASSETS

CURRENT ASSETS

Cash-Operating	17,255,019.93
Accounts Receivable	583,762.67
Prepaid Insurance	2,493.87
Prepaid Rent	0.00
Prepaid Services	9,049.03

Total Current Assets		17,850,325.50
----------------------	--	---------------

PROPERTY & EQUIPMENT

Office Furniture	46,918.55
Office Equipment	92,806.71
Dual Sensory	80,273.00
Accumulated Depreciation	(207,311.71)

Total Fixed Assets		12,686.55
--------------------	--	-----------

OTHER ASSETS

Deposits	7,839.18
----------	----------

Total Other Assets		7,839.18
--------------------	--	----------

Total Assets		17,870,851.23
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LIABILITIES & NET ASSETS

CURRENT LIABILITIES

Accounts Payable	534,133.35
Sick Leave Payable	45,778.96
Payroll Taxes Payable	0.00
Tax Deferred Annuity Payable	0.00

Total Current Liabilities		579,912.31
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NET ASSETS

Net Assets	16,643,690.88
Current Year Increase (Decrease)	647,248.04

Total Net Assets (Unrestricted)		17,290,938.92
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Total Liabilities & Net Assets		17,870,851.23
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**FLORIDA TELECOMMUNICATIONS RELAY, INC.
 QUARTERLY NEW EQUIPMENT DISTRIBUTION REPORT
 January 1, 2017 – March 31, 2017**

TYPE OF EQUIP	(1) NEW EQUIP DIST FROM NEW APPS FTRI	(2) NEW EQUIP DIST AS MOD APPS FTRI	(3) NEW EQUIP DIST AS MAINT REPL FTRI	(4) SUBTOTAL COLUMNS 1-3	(5) NEW EQUIP DIST FROM NEW APPS REG CTRS	(6) NEW EQUIP DIST FROM MOD APPS REG CTRS	(7) NEW EQUIP DIST AS MAINT REPL REG CTRS	(8) SUBTOTAL COLUMNS 5-7	(9) TOTAL COLUMNS 4 and 8
TTY	0	0	0	0	1	1	7	9	9
LVD TTY	0	0	0	0	0	0	0	0	0
BTTY	0	0	0	0	0	0	0	0	0
DUAL SENSORY 1	0	0	0	0	0	0	0	0	0
VCPH	227	2	570	799	2,839	12	1,540	4,391	5,190
ILA	0	0	1	1	2	0	0	2	3
VCPS	6	1	1	8	5	0	0	5	13
VCO PH	0	0	0	0	1	0	0	1	1
VCO TTY	6	0	0	6	6	1	2	9	15
CAPTEL	0	1	6	7	14	24	31	69	76
ARS	1	5	5	11	22	19	9	50	61
VRS	0	0	3	3	9	5	19	33	36
TRS	0	0	0	0	0	0	0	0	0
TOTAL UNITS	240	9	586	835	2,899	62	1,608	4,569	5,404

1 Dual Sensory category was added to include equipment that was distributed in the third quarter to clients who have multiple disabilities, including hearing or speech impairment, who are unable to use other equipment distributed by FTRI. Equipment in this category is purchased on a case by case basis.

**FLORIDA TELECOMMUNICATIONS RELAY, INC.
QUARTERLY NEW EQUIPMENT DISTRIBUTION REPORT
January 1, 2017 – March 31, 2017**

EXPLANATION OF TERMS

EQUIPMENT

TTY: TEXT TELEPHONE
LVDTTY: TTY WITH LARGE VISUAL DISPLAY
BTTY: TTY WITH BRAILLE PRINTER
VCPH: VOLUME CONTROL TELEPHONE FOR THE HEARING IMPAIRED
ILA: IN-LINE AMPLIFIER
VCPS: VOLUME CONTROL TELEPHONE FOR THE SPEECH IMPAIRED
VCO PH: VOICE CARRY-OVER TELEPHONE
VCO TTY: VOICE CARRY-OVER/HEARING CARRY-OVER TTY/TELEPHONE
CAPTEL: CAPTIONED TELEPHONE
ARS: AUDIBLE RING SIGNALER
VRS: VISUAL RING SIGNALER
TRS: TACTILE RING SIGNALER

CATEGORIES

- (1): NEW EQUIPMENT DISTRIBUTED FROM NEW APPLICATIONS BY FTRI
- (2): NEW EQUIPMENT DISTRIBUTED FROM MODIFIED APPLICATIONS BY FTRI
- (3): NEW EQUIPMENT DISTRIBUTED AS MAINTENANCE REPLACEMENTS BY FTRI
- (4): SUBTOTAL OF #1, #2 AND #3
- (5): NEW EQUIPMENT DISTRIBUTED FROM NEW APPLICATIONS BY REGIONAL DISTRIBUTION CENTERS
- (6): NEW EQUIPMENT DISTRIBUTED FROM MODIFIED APPLICATIONS BY REGIONAL DISTRIBUTION CENTERS
- (7): NEW EQUIPMENT DISTRIBUTED AS MAINTENANCE REPLACEMENTS BY REGIONAL DISTRIBUTION CENTERS
- (8): SUBTOTAL OF #5, #6 AND #7
- (9): TOTAL OF #4 AND #8

QUARTERLY ACTIVITY REPORT - FTRI REGIONAL DISTRIBUTION CENTERS (RDC'S)

January 1, 2017 – March 31, 2017

EQUIPMENT	(1) EQUIPMENT ISSUED TO CLIENTS		(2) EQUIPMENT RETURNED BY CLIENTS	(3) EQUIPMENT RECEIVED FROM VENDORS/ REPAIR FACILITY		(4) EQUIPMENT SENT FOR REPAIR/RECYCLE/ DISCARDED		(5) ENDING BALANCE	
	(A)	(B)		(A)	(B)	(A)	(B)	(A)	(B)
VCPH	4,391	0	2,067	5,123	0	0	1,960	9,629	0
ILA	2	0	3	4	0	0	3	187	0
VCPS	5	0	5	2	0	0	6	73	0
TTY	9	0	8	13	0	0	9	84	0
TTY/400	0	0	1	0	0	0	1	0	0
TTY/200	0	0	0	0	0	0	0	0	0
VCO-PH	1	0	1	1	0	0	3	60	0
VCO TTY	9	0	3	13	0	0	3	37	0
CapTel	69	0	71	89	0	0	71	298	0
ARS	50	0	50	133	0	0	50	410	0
VRS	33	0	27	39	0	0	27	403	0
TOTALS	4,569	0	2,236	5,417	0	0	2,133	11,181	0

KEY

- (1) (A) - NEW EQUIPMENT ISSUED TO FTRI CLIENTS, EITHER IN RESPONSE TO NEW/MODIFIED APPLICATIONS, OR AS REPLACEMENT FOR DEFECTIVE EQUIPMENT.
 (B) - REFURBISHED EQUIPMENT ISSUED TO CLIENTS AS REPLACEMENT FOR DEFECTIVE EQUIPMENT.
- (2) EQUIPMENT RETURNED TO THE RDC'S BY CLIENTS, EITHER IN EXCHANGE FOR ANOTHER PIECE OF EQUIPMENT, OR BECAUSE THE CLIENT IS NO LONGER A MEMBER OF THE PROGRAM. EQUIPMENT IS EITHER PUT DIRECTLY INTO STOCK, OR SHIPPED TO VENDOR FOR REPAIR AND/OR REFURBISHMENT.
- (3) (A) - NEW EQUIPMENT SHIPPED TO THE RDC'S FROM FTRI EQUIPMENT VENDORS.
 (B) - RELACEMENT EQUIPMENT RETURNED TO RDC'S AFTER REPAIR/REFURBISHMENT.
- (4) (A) - NEW EQUIPMENT DAMAGED ON ARRIVAL, SENT TO VENDOR FOR REPAIR/REPLACEMENT.
 (B) - DEFECTIVE EQUIPMENT RETURNED BY CLIENTS SENT FOR REPAIR, RECYCLED, AND DISCARDED. INCLUDES BOTH IN WARRANTY AND OUT OF WARRANTY EQUIPMENT.
- (5) (A) - NEW EQUIPMENT ENDING BALANCE AT RDC'S.
 (B) - REFURBISHED/USED EQUIPMENT ENDING BALANCE AT RDC'S.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NEW EQUIPMENT QUARTERLY INVENTORY REPORT
January 1, 2017 – March 31, 2017
FTRI VENDORS

<u>TYPE EQUIPMENT</u>	<u>BEGINNING INVENTORY</u>	<u>EQUIPMENT ORDERED</u>	<u>EQUIPMENT SHIPPED</u>	<u>RETURNED TO STOCK</u>	<u>ENDING INVENTORY</u>
TTY	0	0	0	0	0
LVDTTY	0	0	0	0	0
BTTY	1	0	0	0	1
DUAL SENSORY1	0	0	0	0	0
VCO TTY	0	0	0	0	0
VCO PH	0	0	0	0	0
VCPH	0	4,679	4,679	0	0
ILA	0	0	0	0	0
VCPS	0	6	6	0	0
CapTel	0	95	95	0	0
ARS	0	144	144	0	0
VRS	0	19	19	0	0
TRS	0	0	0	0	0
TOTAL UNITS:	1	4,943	4,943	0	1

FPSC – Issued (3) 4425 TTY
 FPSC – Returned (2) CapTel 200
 FPSC – Returned (1) CapTel 800
 FPSC – Issued (1) BT914 Cordless

1 Dual Sensory category was added to include equipment that was distributed to clients who have multiple disabilities, including a hearing or speech impairment, who are unable to use other equipment distributed by FTRI. Equipment in this category is purchased on a case by case basis.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NEW EQUIPMENT QUARTERLY INVENTORY REPORT
January 1, 2017 – March 31, 2017

KEY

TTY:	TEXT TELEPHONE	BEGINNING INVENTORY:	STOCK IN INVENTORY AT FTRI VENDORS
LVDTTY:	TTY WITH LARGE VISUAL DISPLAY	EQUIPMENT ORDERED:	EQUIPMENT ORDERED FROM VENDORS BY FTRI
BTTY:	TTY WITH BRAILLE PRINTER	EQUIPMENT SHIPPED:	EQUIPMENT SHIPPED BY VENDORS AT FTRI
DUAL SENSORY:	INCLUDES EQUIPMENT FOR CLIENTS WHO HAVE MULTIPLE DISABILITIES, INCLUDING HEARING AND/OR SPEECH IMPAIRMENTS, WHO CANNOT USE EQUIPMENT ROUTINELY DISTRIBUTED BY FTRI	REQUEST	
		RETURNED TO STOCK:	EQUIPMENT RETURNED BECAUSE CLIENT IS NO LONGER A MEMBER OF THE PROGRAM
VCO-PH:	VOICE CARRY-OVER TELEPHONE FOR THE HEARING IMPAIRED	ENDING INVENTORY:	STOCK IN INVENTORY AT FTRI VENDORS
CAPTEL:	CAPTIONED TELEPHONE		
VCO TTY:	VOICE CARRY-OVER/HEARING CARRY-OVER TTY/TELEPHONE		
VCPH:	VOLUME CONTROL TELEPHONE FOR THE HEARING IMPAIRED		
ILA:	IN-LINE AMPLIFIER		
VCPS:	VOLUME CONTROL TELEPHONE FOR THE SPEECH IMPAIRED		
ARS:	AUDIBLE RING SIGNALER		
VRS:	VISUAL RING SIGNALER		
TRS:	TACTILE RING SIGNALER		



LEC/ALEC/CLEC Quarterly Reporting for the Quarter ending March, 2017

Total LEC's reporting access lines for the quarter ending March 31, 2017 is 10.

LEC

Bellsouth	Embarq	Frontier
GTC aka Fairpoint Comm.	Indiantown (ITS)	Northeast Florida
Quincy Telephone	Smart City Telecom	Frontier Florida fka Verizon
Windstream		

The following are ALECs/CLECs with a change of status or new during the quarter:

Company Name	Nature of Change
Telco Experts, LLC	Reporting access lines; previously no access lines reported
TNCI Operating Company, LLC	No longer reporting; previously no access lines reported
GigaMonster, LLC	New company reporting no access lines

CLEC/ALEC

The following ALECs/CLECs are currently remitting monthly surcharge reports with access lines to FTRI as required by TASA:

4IT, Inc.	Dialtone Telecom, LLC	New Horizons Communication Corp
Access Communications, LLC / Intelecloud	DSCI Corporation	
Access One, Inc.	Electronet Broadband Communications, Inc.	North American Telecommunications Corporation
Access Point, Inc.	ENA Services, LLC	NOS Communications, Inc.
AccessLine Communications Corporation	Enhanced Communications Network, Inc.	OneTone Telecom, Inc.
ACN Communication Services, LLC	Entelegent Solutions, Inc.	
Airespring, Inc.	First Communications, LLC	Optical Telecommunications, Inc.
Alternative Phone, Inc.	Florida Telephone Services,	Orlando Telephone

	LLC	Company, Inc.
American Telephone Company, LLC	Fox Telecommunications, Inc.	Other Phone Company, Inc., The
ANPI Business, LLC (fka Zone Telecom)	France Telecom Corporate Solutions, LLC	PaeTec Communications, Inc.
AT&T Corp.	Global Connection, Inc. of America	PNG Telecommunications, Inc.
	Granite Telecommunications, LLC	Preferred Long Distance, Inc.
BCN Telecom, Inc	Harbor Communications, LLC	QuantumShift Communications, Inc. (vCom)
Benchmark Communications, LLC	Hillsborough County Aviation Authority	Rosebud Telephone, LLC
Birch Communications, Inc.	Home Town Telephone, LLC	Sandhills Telecommunications Group, Inc.
Birch Telecom of the South, Inc.	HQ Global Workplaces, LLC	Smart City Solutions, LLC
Block Line Systems, LLC	Interactive Services Networks, Inc.	Southeastern Services, Inc.
Bright House Information Services (FL)	Interglobe Communications, Inc.	Spectrotel, Inc.
Broadband Dynamics, LLC	Knology of Florida, Inc.	T3 Communications, Inc.
Broadview Networks, Inc.	Level 3 Communications, LLC	Talk America, Inc.
	Level 3 Telecom of FL, LP fka TW Telecom of Florida, LP	Talk America Services, LLC
BullsEye Telecom, Inc.	Litestream Holdings, LLC	TDS Metrocom, LLC
Business Telecom, Inc.	MassComm, Inc.	Telco Experts, LLC
Callis Communications, LLC.	Matrix Telecom, Inc.	Telecom Management, Inc. (Pioneer Telep)
Cbeyond Communications, LLC	MCC Telephony of Florida, LLC	Telepak Networks, Inc.
CenturyLink Communications, LLC (fka Qwest...)	McGraw Communications, Inc.	Teleport Comm. American, LLC
City of Daytona Beach	MCI Metro Access Transmission Services, LLC	
Clear Rate Communications, Inc.	McLeod USA Telecommunications Services	Unicom Communications, LLC
Comcast Phone of Florida, LLC	Metropolitan Telecommunications of Florida, Inc.	US Lec of Florida, LLC
Comtech 21, LLC	Mitel Cloud Services, Inc.	Velocity The Greatest Phone Company Ever, Inc.
Convergia, Inc.	Momentum Telecom, Inc.	Wholesale Carrier Services, Inc.
Cox Florida Telcom, LP dba Cox Communications, Inc.	NetFortris Acquisition Co., Inc.	Windstream / Norlight, Inc.

Custom Tel, LLC	Network Billing Systems, LLC	Windstream NuVox, Inc.
Dais Communications LLC	Network Telephone Corporation	WTI Communications, Inc.
Deltacom, Inc.		XO Communications Services, Inc.

Total ALECs/CLECs reporting access lines for the quarter ending March 31, 2017 is **98** (includes new reporters and status changes).

The following ALECs/CLECs are currently remitting monthly surcharge reports with **no** access lines to FTRI as required by TASA:

365 Wireless, LLC	First Choice Technology, Inc.	Peerless Network of Florida, LLC
Accelerated Voice, LLC dba GoToPhone	FPL Fibernet, LLC	RCLEC, Inc.
Access2go, Inc. aka Stratus Networks, Inc	GC Pivotal, LLC	Reliance Globalcom Services, Inc.
Aero Communications, LLC	Georgia Public Web, Inc.	Sage Telecom, Inc.
Airbus DS Communications, Inc.	GigaMonster, LLC	Smart City Networks, LP
	Global Crossing Local Services, Inc.	Sprint Communications Company, LP
Altaworx, LLC	Great America Networks, Inc.	Sonic Systems, Inc.
	Hayes e-Government Resources, Inc.	Southern Light, LLC
ANEW Broadband, Inc.	HD Carrier LLC	Sunesys, LLC
ATC Outdoor DAS, LLC	Hotline Communications, Ltd.	Telco Experts, LLC
Atlantic Broadband Enterprise, LLC	Hypercube Telecom, LLC (West Telecom Services, LLC)	Tele Circuit Network Corporation
Backbone Communications, Inc.	IIS Group, LLC	
Bandwidth.com CLEC, LLC	inContact, Inc.	TelNet Worldwide, Inc.
BetterWorld Telecom, LLC	IntelePeer, Inc. aka Airus, Inc.	Telrite Corporation
BT Communications Sales, LLC	InteleTel, LLC	Telscape Communications, Inc.
Budget PrePay, Inc.	Intellicall Operator Services, Inc.	
C3, LLC	Intellifiber Networks, Inc.	Touchtone Communications, Inc.
Cincinnati Bell Any Distance, Inc.	Internet & Telephone, LLC	Vanco US, LLC
City of Gainesville, a municipal corporation	Intrado Communications, Inc. dba West Safety Comm, Inc.	Verizon Select Services, Inc.
City of Ocala Utility Services	Inviacom, Inc.	Victory Telecom

ClearView Global	LMK Communications, LLC	Vitcom, LLC
Comcast Business Communications, LLC	Local Access, LLC	Voda Networks, Inc.
Comity Communications, LLC	Local Telecommunications Services - FL, LLC	Vodafone US Inc.
Comnet (USA), LLC	Maryland Telecommunication Systems, Inc. (FL)	Voicecom Telecommunications, LLC
Conterra Ultra Broadband, LLC	Micro-Comm, Inc.	Voxbeam Telecommunications, Inc.
Crexendo Business Solutions, Inc.	Mobex, Inc.	Webpass Telecommunications LLC
Crown Castle NG East, Inc.	Mobilitie, LLC	Wide Voice, LLC
Custom Network Solutions, Inc.	Mobilitie Management, LLC	WiMac Tel, Inc.
Dishnet Wireline, LLC	Mosaic Networx, LLC	Windstream KDL, Inc.
Earthlink Business, LLC	Multiphone Latin America, Inc.	Windstream NTI/Norlight Telecommunications, Inc.
Easy Telephone Services Company	Neutral Tandem-Florida, LLC	XYN Communications of Florida, LLC
	Nexus Communications, Inc.	
ExteNet Systems, Inc.	Norstar Telecommunications, LLC	Ymax Communications Corporation
	One Voice Communications, Inc.	
Fidelity Voice Services, LLC	PacOptic Networks, LLC	Zayo Group, LLC

Total ALECs/CLECs reporting no access lines for the quarter ending March 31, 2017 is **98** (includes new reporters and status changes).

Curtis Williams

From: Brett Bascom <bbascom@ftri.org>
Sent: Tuesday, May 16, 2017 4:28 PM
To: Beth Salak
Cc: Curtis Williams; James Forstall; Robert Telfer
Subject: RE: More questions
Attachments: 2017-2019 RDC Contract FINAL 5.15.17.pdf; NTCA memo on GHP rate increase for 2017.pdf; GHP requested data used in calculation2017.pdf

Beth,

Please see attached documents and responses below to your questions.

- Who does FTRI generally contract with for interpreters?

It depends on availability. For a recent board meeting, FTRI secured Drew Wann and Betty Dean.

- What changes were made to FTRI's website for outreach during fiscal year 2016/2017?

The changes to refresh FTRI's website is currently under construction and is nearly 60% complete.

- Please provide the "research of available data" that is the basis of the 6.85% increase in premiums for health insurance. See attached

- Please provide the detailed calculation of the health insurance, the long-term disability, and the short-term disability. If there are any other items in the \$175,334 item proposal, please state what is included and the calculation. See attached

- Under Category III, the amount proposed for auditing is \$0. Are you no longer going to audit the RDCs. If not, why not?

FTRI continues to secure ways to reduce expenses. Due to limited resources, FTRI plans to conduct formal RDC audits every other year. Additionally, audits and training support to the RDCs will continue as time permits when the Outreach Manager visits an RDC or is nearby area.

- What is included in the Aims Hardware for \$3,000? Replacing 5 laptop style computers used by RDCs in the field to access AIMS (current laptops in use are 5 to 7 years old).

Est \$600 each x 5 = \$3000

- Are all your RDC contracts the same? Please provide a copy of an RDC contract.

Attached is a sample RDC contract. All RDC contracts are the same except for the newest RDC (Sarasota). They are not eligible for the incentive program (Exhibit A) until they have developed a history.

Thanks

Brett

Brett A. Bascom
Business Manager
Florida Telecommunications Relay, Inc.

From: Beth Salak [mailto:BSalak@PSC.STATE.FL.US]

Sent: Friday, May 12, 2017 5:03 PM

To: 'bbascom@ftri.org' <bbascom@ftri.org>

Cc: Curtis Williams <CJWillia@PSC.STATE.FL.US>

Subject: More questions

Brett, I really appreciate your quick turnaround on our questions. I have a few more.

- Who does FTRI generally contract with for interpreters?
- What changes were made to FTRI's website for outreach during fiscal year 2016/2017?
- Please provide the "research of available data" that is the basis of the 6.85% increase in premiums for health insurance.
- Please provide the detailed calculation of the health insurance, the long-term disability, and the short-term disability. If there are any other items in the \$175,334 item proposal, please state what is included and the calculation.
- Under Category III, the amount proposed for auditing is \$0. Are you no longer going to audit the RDCs. If not, why not?
- What is included in the Aims Hardware for \$3,000?
- Are all your RDC contracts the same? Please provide a copy of an RDC contract.

Thanks, Brett!

Beth

Regional Equipment Distribution Agreement

This Regional Equipment Distribution Agreement (“Agreement”) is entered into between Florida Telecommunications Relay, Inc., (“FTRI”) and (“Contractor”) for the purposes described herein.

WHEREAS, Florida Telecommunications Relay, Inc. is the designated administrator for the Telecommunications Access System Act of 1991 (“TASA”) Chapter 427, Part II, Florida Statutes; and

WHEREAS, under TASA, FTRI is responsible, among other things, for purchasing, storing, distributing and maintaining specialized telecommunications devices, administering advertising and outreach services and providing training to recipients of specialized telecommunications devices; and

WHEREAS, Chapter 427, Part II, Florida Statutes permits FTRI to provide these services directly or through contract with third parties; and

WHEREAS, in contracting for these services, FTRI is permitted to consider contracting with organizations that provide services to persons who are hearing or speech impaired; and

WHEREAS, “Contractor” is a not-for-profit corporation organized under the provisions of Chapter 617, Florida Statutes, and provides various services to deaf, hard of hearing, speech impaired and deaf/blind individuals; and

WHEREAS, “Contractor” as part of its regular services to deaf, hard of hearing, speech impaired and deaf/blind individuals, also is willing to provide the services described herein under contract with FTRI.

NOW, THEREFORE, IT IS AGREED between the parties as follows:

1. SERVICES TO BE PROVIDED

1.1 For and in consideration of the payment agreed to herein, Contractor agrees to provide the following basic services for FTRI in accordance with the FTRI Equipment Distribution Procedures Manual and guidelines published by FTRI:

- a) Distributing specialized telecommunications equipment to qualified applicants as defined in TASA;
- b) Training recipients, and re-training when necessary, on the use of the equipment;
- c) Distributing and collecting application forms;
- d) Handling requests for maintenance services;
- e) Preparing and submitting weekly, monthly, discrepancy, and other reports reflecting program activity for the period covered;
- f) Providing information and referrals regarding the specialized telecommunications distribution program;
- g) Providing complaint management information and assistance;
- h) Providing services that are accessible to the needs of the applicants, including individual appointments outside of normal business hours and/or outside of the business office;
- i) Providing follow-up assistance on items "a" through "h" above to recipients of FTRI equipment as needed; and
- j) Meeting as needed with FTRI to develop/revise responses to identified needs;

1.2 The services performed for FTRI shall be consistent with Chapter 427, Part II, Florida Statutes, this Agreement and all requirements of FTRI.

2. CONTRACT PRICE

2.1 In return for the services provided under this contract, FTRI agrees to pay Contractor \$43.00 for each new client served, \$35.00 for each modified client served, \$21.00 for each exchange, and \$12.00 for each return visit, follow-up. In-home service provided as described in this Agreement will be compensated at the rate specified in subsection 2.1 c plus the amount for the service provided. The price for new client service may be adjusted pursuant to the provisions of Exhibit A to this agreement, the terms of which are fully incorporated herein for the term specified in the Exhibit.

a. A "new" service refers to a client applying to the FTRI program for the first time and includes required training. A "modified" service refers to a client who is already active in the program and requests to replace the original equipment with a different type of equipment and includes required training on that equipment. An "exchange" service refers to a client requesting to exchange broken equipment for working equipment that requires some additional training. A "return" service refers to a client returning the equipment for any reason and is withdrawing from the program. Clients may receive more than one type of service per day and compensation to the contractor will be based on the highest type service received.

b. A "follow-up" service refers to service provided as defined in Section 7.1 of this Agreement.

c. An "in-home" service refers to a client being unable to visit the Contractor office and requires services to be provided in their home by the Contractor as described in the Procedures Manual. Payment of round-trip mileage and \$16

per hour for transit time will be made for approved "in-home" service. Mileage will be reimbursed at the current rate allowed by the IRS. All "in-home" services must receive prior approval from FTRI, documented on the proper form, and signed by clients, in order to be compensated. Contractors providing in-home service agree to carry all necessary insurance and to hold FTRI harmless in the event of accident or injury.

2.2 Payments for services performed under this Agreement will be calculated using the rates for services as defined in Section 2.1 of this Agreement. Payments will be made for services authorized to be performed under this Agreement and nothing herein is intended to establish any fixed or minimum monthly amount to be paid to Contractor.

2.3 FTRI will forward payment to Contractor utilizing net 30 terms following receipt of an invoice from the contractor for the previous month. Invoices should describe services completed during the prior month and should be reconciled to inventory and activity reports filed with FTRI for the same period. In the event of discrepancies or disputes, FTRI may withhold payment until resolution of the discrepancy or dispute. Any undisputed amounts unpaid after 30 days will accrue interest at the rate of 1.5% per month (18% annum).

3. TERM OF AGREEMENT

3.1 The term of this Agreement, except for Exhibit A hereto, will be for two (2) years commencing on July 1, 2017, or upon receipt of the signed Agreement from Contractor if later than July 1, 2017, and will continue in force and effect until midnight June 30, 2019, unless terminated sooner. The parties, upon mutual

agreement, may extend this Agreement for a period of not more than one (1) year beyond the initial term under the same terms and conditions contained herein. Notice of the intent to extend this Agreement should be provided in writing not later than thirty (30) days prior to the expiration date. Exhibit A shall terminate as set forth in the Exhibit. FTRI reserves the right to not agree to extend this Agreement.

3.2 In the event either party desires to modify or amend this Agreement at the end of the contract period, they should notify the other party in writing not later than thirty (30) days prior to the expiration date. In the event the parties fail to agree on any modifications prior to the expiration date, this Agreement will continue in force from month to month until amended or terminated, but in no event shall continue for more than one (1) year beyond the initial term.

3.3 This Agreement expires as specified in Section 3.1 and nothing herein requires either party to continue or extend the Agreement beyond this date. In the event either party desires not to extend the Agreement, that party should provide reasonable notice to the other party. The decision not to extend the Agreement need not be for cause.

4. EQUIPMENT DISTRIBUTION

4.1 Contractor will distribute specialized telecommunications equipment provided by FTRI to applicants who are citizens of the state and certified as being hearing or speech impaired by a person authorized by TASA to certify eligibility. The equipment to be distributed will be selected and purchased by FTRI. Nothing herein is intended to limit FTRI in any way as to the brand, make, model or specifications of the equipment

to be distributed and FTRI may change or add equipment at any time without prior notice to the Contractor.

- 4.2 For uniformity, Contractor will utilize the standard application form provided by FTRI. Completion and processing of the application by the Contractor will be in accordance with guidelines described in the FTRI Equipment Distribution Procedures Manual. The Contractor may certify applicants if permitted to do so by TASA but will also accept and process all properly certified applications. Each Contractor should verify eligibility of the individual, especially as to Florida citizenship.
- 4.3 The Contractor will not revalidate applications or recertify individuals with a completed application, but will review the application to ensure that it is properly completed. The Contractor will not alter completed applications for any reason unless the alteration is initialed by the Director and an explanation of the alteration is provided. If, upon review of the application, it is apparent that another type of equipment would be more appropriate, the Contractor may substitute the appropriate piece.
- 4.4 In the event a client has a piece of equipment and is exchanging it for a different type, the Contractor will collect the old equipment and provide the client with a different type of equipment upon completion of a modified application. New clients will receive new equipment, unless otherwise instructed by FTRI Executive Director, and acknowledge receipt by signature on the "FTRI Equipment Receipt" form. Equipment exchanged or returned remains the property of FTRI and will not be used or disposed of without written permission from FTRI.

4.5 FTRI will provide equipment to the Contractor for distribution. The Contractor has the responsibility to advise FTRI when equipment resupply is needed. At a minimum, two weeks' notice for equipment resupply is required by FTRI in order to obtain the equipment from the vendor. No Contractor may order equipment directly from the vendor nor may any Contractor locally purchase any item for the distribution program without prior written approval from FTRI.

FTRI will make every effort to ensure that equipment is available for distribution but the parties acknowledge that the availability of equipment is dependent upon funding and availability from the manufacturer. Nothing herein shall be construed as a commitment to provide any minimum quantities of equipment and FTRI reserves the right to limit such quantities as necessary based on reported inventory levels, planned outreach activities, anticipated distribution levels, and equipment availability.

4.6 It is the responsibility of the Contractor to properly store and safeguard all equipment provided to the Contractor in conjunction with this program as described in the FTRI Equipment Distribution Procedures Manual. The Contractor is responsible for any loss or damage, whatever the cause. In the event equipment within the control of the Contractor is lost, stolen, or damaged, an adjustment may be reflected on the next payment to the Contractor unless other arrangements are made between the parties. Equipment provided by FTRI remains the property of FTRI and may not be used by the Contractor for any purposes other than issuance to clients. For purposes of this section, equipment that has been issued to a recipient is not deemed to be the responsibility of the Contractor.

5. TRAINING

5.1 The Contractor will provide training for recipients of equipment as part of the services under this Agreement. The Contractor will conduct the training as described in the FTRI Equipment Distribution Procedures Manual. However, training should include, as a minimum, instruction on how to install and use the equipment, how to get equipment repaired, how to use the relay service, how to contact 911 services, and other FTRI services provided by the Contractor. Training will be conducted in a timely manner for each recipient.

5.2 Payment for training of clients is included in the fee for this Agreement and no additional reimbursement will be provided.

6. MAINTENANCE

6.1 The equipment purchased by FTRI is covered by service warranties from the manufacturer or vendor; thus FTRI is responsible for arranging for maintenance and repair service by a maintenance provider. However, each Contractor is responsible for coordinating the specific arrangements for returning equipment for repair as may be needed. General guidance as to the procedures to follow for maintenance is included in the FTRI Equipment Distribution Procedures Manual.

6.2 Before forwarding equipment for repair or maintenance, each Contractor must verify the need for such repair and make minor repairs, such as replacing batteries or adapters, as described in the FTRI Equipment Distribution Procedures Manual. If equipment has to be sent for repair, the Contractor will provide the client with a replacement as described in the FTRI Equipment Distribution Procedures Manual.

7. FOLLOW-UP ASSISTANCE

7.1 The parties recognize that the needs of a recipient may vary and that some recipients of equipment may need follow-up training or instruction. Accordingly, the Contractor will inform each client to contact the Contractor for any required follow-up assistance. Follow-up assistance is intended to include client-initiated requests for additional training, clarification, or help testing or replacing equipment or parts of equipment or similar requests which require the contractor to devote significant time to handle. Payment for follow-up services will be made as described in Section 2.1 b. Telephone calls or letters do not constitute follow-up assistance.

8. SERVICE AREA

8.1 This agreement is intended to cover services provided to eligible persons within the County in which the primary place of business is located; however for the convenience of citizens, the Contractor is expected to provide service to any eligible person regardless of the County in which the person resides. The Contractor is not required to maintain any permanent place of business other than the place of business listed with FTRI. A Contractor may not open an additional place of business for the purpose of distributing equipment without prior agreement of FTRI if the new place of business is in a County other than the County in which the primary office is located. Nothing requires or precludes FTRI from establishing additional distribution centers in any area of the State.

9. TERMINATION

9.1 This Agreement may be terminated upon thirty (30) days' written notice by either party. Termination may be for, but is not limited to, failure to comply with any of the

terms herein, failure to provide services in a timely manner or failure to provide service in a manner consistent with the requirements of FTRI. In the event of a default, the defaulting party will be afforded a reasonable opportunity to correct the cause of the default. Notwithstanding the foregoing, either party may terminate this Agreement in the event of insolvency or bankruptcy of the other or in the event of a change in the organization of the other party or in the purposes for which the other party was organized.

9.2 In the event of termination, FTRI shall be liable only for payment of services rendered to the date of termination. Equipment in the possession of the Contractor will be promptly returned and remittance of any payments may be conditioned upon return of all equipment.

9.3 In the event that funding is no longer available for the services provided under this Agreement or FTRI ceases to be the administrator; this Agreement may be terminated upon thirty (30) days' notice with no further liability for payments. Should funding be no longer available, the parties may elect to suspend both services and payments until such time as funding is available. If this occurs, FTRI will not be liable for any back payment but any obligations will begin on a prospective basis.

10. ASSIGNMENT

10.1 This Agreement may not be assigned or transferred to any other party without the knowledge and written agreement of the other party. Any assignee shall meet the definition of "Contractor" under this Agreement.

11. STATUS OF PARTIES

11.1 Nothing herein is intended to create any partnership or other arrangement between the parties. Neither party will hold itself out as an agent of the other, nor will either party use the name, logo or program of the other in such a way as to create the appearance of any relationship or authority.

12. LIMITATION OF LIABILITY

12.1 Equipment that is purchased by FTRI and distributed by the Contractor carries with it certain warranties from the vendor or manufacturer of the equipment and FTRI makes no guaranty or warranty on this equipment.

12.2 In performing services under this contract, parties agree that "**Contractor**" is an independent Contractor and is responsible for compliance with applicable regulations as to its employees, and nothing herein shall be construed as causing FTRI to become liable for any wages, taxes, benefits or other obligations between Contractor and its employees or agents.

12.3 Contractor agrees to hold FTRI harmless from any claims, damages, losses, costs and expenses which any person may assert against FTRI as a result of acts resulting in personal or property damage or death caused by the actions of any employee (including full and part time employees and volunteer workers) or agent of Contractor.

13. MISCELLANEOUS

13.1 **Hours of Operation.** FTRI intends with this Agreement to facilitate the distribution, and maintenance of and familiarization with specialized telecommunications equipment to eligible Florida citizens and expects every effort will be made to have

hours and arrangements to accommodate the needs of the clients and FTRI. Each contractor will post its hours of operation in a conspicuous place for all clients to see. Clients that walk-in during advertised hours of operation will receive service during that time and not be required to return at another time unless the Contractor does not have personnel, equipment or resources to provide the requested service. The Contractor shall keep a record of the name of any walk-in who cannot be served during regular advertised hours and provide that information to FTRI on a monthly basis.

13.2 Quality Assurance. In order to assure that the quality of services is maintained, FTRI may conduct a random sampling of client satisfaction of services provided by Contractor. In the event FTRI receives any complaints or if the random sampling reveals any complaints or problems, that information will be provided to the Contractor as soon as possible and the Contractor will be afforded reasonable time to take any necessary corrective action. Periodic site visits may be made by FTRI with or without prior notification. Such visits will be to conduct a general audit of equipment inventory, observe distribution, training and outreach; and for coordination and transaction of business related to this contract and the duties of the Administrator pursuant to Ch. 427, Part II, F.S.

13.3 Confidentiality. Consistent with the requirements of TASA, and specifically, Section 427.705(6), Florida Statutes, all names, addresses, and telephone numbers of applicants for specialized telecommunications devices are confidential and exempt from the requirements of Florida's public records laws, and must not be used by the

Contractor or its employees for any purposes other than the program detailed in this Agreement.

13.4 Records and Reports. Recognizing that FTRI is required to submit periodic reports to the Florida Public Service Commission as to equipment distributed, persons trained, etc., the Contractor agrees to timely provide reports to FTRI for these purposes. To this end, weekly, monthly, and quarterly reports will be required. Copies of these report forms are included in the Procedures Manual. In the event of a need for a special report, the parties agree to provide the data needed. All records that relate to this program will be retained for two (2) years and disposed of as described in the Procedures Manual.

13.5 Communications. In accordance with TASA, the Contractor will make such arrangements as may be necessary to ensure that clients within the area of responsibility can contact the Contractor without incurring any toll charges.

13.6 Certification. Nothing herein is intended to limit or prevent the Contractor from certifying individual applicants as eligible for equipment, nor is it intended to extend the authority to certify eligibility to anyone not so authorized by TASA.

13.7 Policies. FTRI publishes and provides a written Procedures Manual which Contractor agrees to follow. Nothing herein precludes FTRI from modifying these procedures from time to time but FTRI shall provide notice and copies of such changes to Contractor prior to the change becoming effective.

14. MODIFICATIONS AND AMENDMENTS

14.1 This Agreement constitutes the entire Agreement between FTRI and the Contractor and may not be amended or modified except by written Agreement of both parties.

Any such amendment or modification shall be attached to and become part of this Agreement upon execution.

14.2 Notwithstanding the foregoing, the parties acknowledge that modifications or cancellation of this Agreement may be necessitated by action of a governmental body. Should such become the case the parties agree to conform to any legally entered directive and to modify this Agreement accordingly.

15. NOTICES

15.1 All notices or other communications under this Agreement shall be deemed to have been duly given when made in writing and delivered to the following:

For FTRI:

James Forstall, Executive Director

Florida Telecommunications Relay, Inc.

1820 E. Park Avenue, Suite 101

Tallahassee, FL 32301-4860

For Contractor:

Name, Executive Director

Agency

Address

City, FL Zip Code

In witness hereof, the parties have executed this Agreement as of the date set forth below:

For FTRI:

By: _____
Executive Director

For Contractor:

By: _____
Executive Director

Date: _____

Date: _____

DRAFT

Initials _____

EXHIBIT A

To

Regional Equipment Distribution Agreement

NEW CLIENT ADJUSTMENT

- A.1. In order to encourage enrollment of new clients, the parties hereto agree that rates for services described in Paragraph 2.1 for new clients may be modified as described herein. For purposes of this Exhibit a "new client" is one who has not received any type of equipment through the FTRI distribution program or does not currently have any equipment and has not for at least six (6) months prior to reapplying for equipment.
- A.2. This Exhibit shall be effective beginning July 1, 2017, and shall terminate June 30, 2018, unless extended by FTRI. FTRI may extend the application of the adjustment described in this Exhibit and may modify the terms herein in the event this Exhibit is extended. Such modifications may include, but are not limited to, updating the benchmark to be used and the additive to be paid.
- A.3. Instead of the rate for new clients specified in paragraph 2 of the Agreement, FTRI agrees to pay Contractor \$50.00 per new client served for all new clients served during a month in which the number of new clients, as defined herein, meet or exceeds a benchmark for that month.
- A.4. The benchmark to be used for the term of this Exhibit will be calculated using the average new client by month for Contractor for the preceding 24 month period plus 5% of that number. The total number of new clients will be determined using AIMS Service Invoice Counts by Month Report-New. To allow parties preparation time, the initial benchmark number will be based on the 24 month period ending March 31, 2017, with the first

Initials _____

month the adjustment additive will be available beginning July 1, 2017. The initial benchmark new clients for contractor as reflected on Schedule 1 hereto, which is the AIMS report for Contractor, is XX new clients per month.

A.5. The increases authorized herein shall be calculated on a monthly basis and payments will be made only for those months in which the established benchmark is met or exceeded. No new client adjustment will be made for any month in which Contractor does not meet or exceed the benchmark. For those months in which the benchmark is not met, the payment for services shall be calculated in accordance with paragraph 2 of the contract.

A.6. Payments under this Exhibit will be made in accordance with paragraph 2.3 of the Agreement. FTRI may verify eligibility for the new client adjustment and in the event of any question or discrepancy may withhold payment of the amount due pursuant to this Exhibit but shall not withhold payment of the amount due to Contractor pursuant to paragraph 2.3 of the Agreement unless there is a dispute as to that amount.

Initials _____

NTCA BENEFITS

THE RURAL BROADBAND ASSOCIATION

Your Trusted Employee Benefits Partner

MEMO

DATE: September 1, 2016
TO: Members Participating in the NTCA Group Health Program
FROM: Shirley Bloomfield, Chief Executive Officer
SUBJECT: 2017 Group Health Program Rates

The Group Health Program (GHP) Trust Committee has established the medical, dental, life, long-term and short-term disability, and accident plan rates for 2017. Detailed information showing the 2017 rates for these plans is enclosed. I am pleased to report that the trust committee's strong commitment to a comprehensive, long-term cost containment strategy has again produced favorable impacts to the rates. Here is a summary of the committee's decisions:

Medical Plan: The average rate increase for 2017 is 6.9% for all plans except the Platinum PPO and Gold PPO plans which will be increased by an average of 5.9%. The increases range from 3.4% to 9.4% which reflects that medical rates vary by state and by plan. The 2017 rate increase is competitive and below the national small group average for many specific plans. GHP Medicare rates will be increased by 6.7% on average, ranging from 4.2% to 9.2% depending on the medical plan and state.

2017 Name	employee			Billed Premiums Monthly GHP	GHP + Dntl		Basic Life monthly	LTD monthly	STD monthly	total monthly premiums	Monthly GL expense Premium - employee portion	
	employee portion	employee portion	employee portion		Dntl	Monthly						
	Total Monthly Premium \$	Per Pay Premium \$	annual premium \$									
James	100.4	50.2	1204.8	936	108	1044	James	\$82.95	\$134.07	\$112.44	\$1,373.46	\$1,273.06
Paula	70.4	35.2	844.8	936	54	990	Paula	\$13.78	\$59.43	\$28.08	\$1,081.30	\$1,020.90
Monica	471.9	235.95	5662.8	2574	88	2662	Monica	\$4.50	\$121.03	\$30.26	\$2,817.79	\$2,345.89
Amelia	334.4	167.2	4012.8	1872	108	1980	Amelia	\$25.71	\$114.62	\$51.11	\$2,171.34	\$1,836.84
Danielle	387.1	198.55	4765.2	2188	64	2250	Danielle	\$5.00	\$110.00	\$35.00	\$2,400.00	\$2,002.90
Elissa	70.4	35.2	844.8	936	54	990	Elissa	\$29.15	\$88.43	\$59.58	\$1,166.14	\$1,094.74
Clare	532.9	266.45	6394.8	2574	149	2723	Clare	\$4.80	\$124.59	\$32.20	\$2,884.59	\$2,351.69
Herschel	0	0	0	0	0	0	Herschel	\$12.74	\$18.62	\$21.85	\$53.01	\$53.01
Brett	70.4	35.2	844.8	936	54	990	Brett	\$32.07	\$91.24	\$65.20	\$1,178.51	\$1,108.11
Juan	70.4	35.2	844.6	936	54	990	Juan	\$8.00	\$72.14	\$43.30	\$1,111.44	\$1,041.04
				13,886.00	733.00	14,619.00		216.70	932.07	478.61	16,248.58	14,128.26

2017

2017

GHP Gold Rx				Dental				Billed Premiums			Monthly			
Name	Plan \$750	Plan \$1000	Plan HDHP	Premium Monthly	Name	Plat-1	Gold-2	Premium Monthly	Total Monthly Premium	Per Pay Premium	GHP	Dntl	Monthly	
1 James	s			\$46.80	James	2+		53.80	\$100.40	\$50.20	936	108	1044	James
2 Paula	s			\$46.80	Paula	s		23.80	\$70.40	\$35.20	936	54	990	Paula
3 Monica	3+			\$456.30	Monica		3+	15.80	\$471.90	\$235.95	2574	88	2662	Monica
4 Amelia	2+			\$280.80	Amelia	2+		53.80	\$334.40	\$187.20	1872	108	1980	Amelia
5 Danielle		3+		\$387.50	Danielle		2+	9.80	\$397.10	\$198.55	2186	84	2280	Danielle
6 Elissa	s			\$46.80	Elissa	s		23.80	\$70.40	\$35.20	936	54	990	Elissa
7 Clare	3+			\$456.30	Clare	3+		76.80	\$632.90	\$266.45	2574	149	2723	Clare
8 Herschel	wvd				Herschel	wvd			\$0.00	\$0.00			0	Herschel
9 Brett	s			\$46.80	Brett	s		23.80	\$70.40	\$35.20	936	54	990	Brett
10 Juan	s			\$46.80	Juan	s		23.80	\$70.40	\$35.20	936	54	990	Juan
\$25,419.60														
\$2,118.30 \$1,058.15														14810

employee cost

5% of single premium, 25% of difference between single and 2+ or 3+ coverage on GHP Gold Rx vision Included
 5% of single premium, 25% of difference between single and 2+ or 3+ coverage on Dental Gold, and 100% of difference if buying up to Platinum coverage on Dental.

CAT V

Expense Account # 5544
 Line 34 - A & B

Category	Vendor or Service	Jul-Dec FYE 2017 Actual Cost	Jan-Jun FYE 2017 Estimated Costs	FYE 2017 Estimated End	Estimated FYE 2018 Increases	Proposed FYE 2018 Budget
Health & Life Insurance	NTCA July - December 2016 YTD	68,939		\$68,939		
	Health Care Credit of \$13,754.00 <i>reduced by the IRS</i> to \$12,804.97 January - June Jan- June avg = \$14,128.28 6 x 14,128.28 employee contributions included		-12,805 84,769	-\$12,805 \$84,769		
2016/2017	July - December -2017 \$14,128.28 10 employees x 6 months					\$84,769
	Jan-Jun 2018 w/ 6.85% increase Healthcare credit, no projection advised by CPA we will not be eligible					\$90,576 \$0
2017/2018		68,939.00				

Estimated FYE 2016/2017 \$140,903 *

Total Estimated 2017/2018 \$175,345

34B. Projected increases are based on market projections and our increase from last year. An accurate projection of an increase is not possible due to ongoing uncertainty in Health Care legislation. FTRI has chosen to project an 6.85% increase in premium based on research of available data. Additionally employees now contribute 5% of the premium for single coverage and 25% of the difference between single and dependent coverage.

Total estimated 2017/2018 budget is \$175,345.

~~Confidential~~
 2016/2017 Approved Budget is 125,343.00
 The PSC used an average for 9 months that did not consider insurance premium increases nor did it consider changes in staffing.

2017/2018 Budget % of change from prior FY Decreased Increased
 40%

Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Tuesday, May 30, 2017 4:04 PM
To: Curtis Williams
Cc: Brett Bascom; Robert Telfer; McCabe, Thomas M.
Subject: Re: Staff Data Request Regarding FTRI Budget
Attachments: SKMBT_36170530155800.pdf

Good Afternoon Curtis,

Attached is the engagement letter from Messer, Caparello & Self law firm dated 2001. The agreement continues "at will" to this day.

With regard to 4th quarter outreach dollars, FTRI is expected to expend the nearly \$173,568 available funds.

Please let me know if you have additional questions.

Thanks

James

On Thu, May 25, 2017 at 9:51 AM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

Hello James,

Below are additional items requested by staff.

1. Please provide any contracts, letters of engagement or other agreements for legal services between FTRI and the law firm of Messer Caparello from 2014 to the present.
2. Please provide dollar amount actually committed for Outreach for Q4 2017.

Please let me know if you have any questions.

Thank You.

Curtis J. Williams

Public Utility Analyst

Office of Telecommunications

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Office: (850) 413-6924

Fax: (850) 413-6925

Email: cjwillia@psc.state.fl.us

--

Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
1820 E Park Avenue, Suite 101
Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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James Forstall <jforstall@ftri.org>

retirement

Doc Horton <nhorton@lawfla.com>
To: James Forstall <jforstall@ftri.org>

Thu, Mar 31, 2016 at 4:26 PM

James—As you know , I am retiring as of April 1,2016 and we have had several discussions regarding legal representation after that date. We have provided services since 2001 pursuant to an agreement whereby legal representation has been provided at a flat fee of \$72,000 per year and that covers all fees and expenses associated with our representation except for litigation and travel. Separate litigation work would be billed at \$100 per hour. You have indicated your intent to continue to have the firm represent FTRI and that work would be handled by Rob Telfer as the primary counsel. You are entitled to engage an entirely new attorney if you wish. I would appreciate it if you would confirm your decision to continue with Messer Caparello, P.A. or if not, to whom we should transfer files

Thanks

Doc

LAW OFFICES
MESSER, CAPARELLO & SELF
A PROFESSIONAL ASSOCIATION

215 SOUTH MONROE STREET, SUITE 701
POST OFFICE BOX 1876
TALLAHASSEE, FLORIDA 32302-1876
TELEPHONE: (850) 323-0720
TELECOPIER: (850) 224-4359
INTERNET: WWW.LCWF18.COM

Make a
File for a
retainer letter
file

March 14, 2001

Mr. James Forstall
Executive Director
Florida Telecommunications Relay, Inc.
1311 N. Paul Russell Road, Suite 101B
Tallahassee, FL 32301-4860

Dear James:

This is to confirm our recent conversation regarding the 2001 - 2002 budget and legal fees. Specifically during that conversation, I extended an offer to provide legal services to FTRI on a retainer rather than hourly basis. As we discussed, I and members of my firm, would provide legal advice, assistance and representation to FTRI for a flat fee of \$72,000 per year with that fixed for a period of two years. This would cover all fees and expenses associated with our representation but excludes any litigation and travel. The retainer would cover all of the services we have historically provided such as daily advice and assistance, document review, drafting of documents, representation before the PSC and legislature, and similar activities. The retainer would cover services from all lawyers in our firm which includes corporate, tax, personnel and legislative issues as well as day-to-day assistance. The retainer would also include costs such as copying and postage. The retainer would not include any litigation nor would it include expenses for travel on behalf of FTRI. We have not been involved with any litigation on your behalf, but if we are that would be billed at \$100 per hour regardless of the attorney handling the matter. This is less than 1/2 of our current fees for litigation. Also we would add expenses associated with any travel to our invoice but I note here that I have not traveled for FTRI in the past 6 - 7 years. Any reimbursement for travel would be on an actual expense basis.

Mr. James Forstall
March 14, 2001
Page 2

I believe that there would be benefits to both of us with this arrangement and I would be happy to answer any questions you might have. If this is acceptable to you then we can prepare a follow-up letter which describes our arrangement.

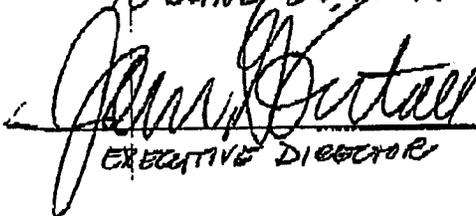
Sincerely,



Norman H. Horton, Jr.

NHH/amb

I, ACCEPT THIS OFFER AS CONTRACT TO BEGIN JULY 1, 2001
TO JUNE 30, 2002.


EXECUTIVE DIRECTOR

3/20/01
DNTW

Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Wednesday, May 31, 2017 9:55 AM
To: Curtis Williams
Cc: Brett Bascom
Subject: Re: Staff Data Request Regarding FTRI Budget

Curtis,

Pursuant to Beth's request, the following unexpected expenses will be incurred.

We hired a new Accounts Payable person with an annual salary of \$30,000.

We've also had a few computers malfunction that need replacement. Estimated cost for these computers will be \$2,500. We plan to purchase these before June 30th.

Thanks

James

On Wed, May 31, 2017 at 8:35 AM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

Thanks James

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Tuesday, May 30, 2017 4:04 PM
To: Curtis Williams
Cc: Brett Bascom; Robert Telfer; McCabe, Thomas M.
Subject: Re: Staff Data Request Regarding FTRI Budget

Good Afternoon Curtis,

Attached is the engagement letter from Messer, Caparello & Self law firm dated 2001. The agreement continues "at will" to this day.

With regard to 4th quarter outreach dollars, FTRI is expected to expend the nearly \$173,568 available funds.

Please let me know if you have additional questions.

Thanks

James

On Thu, May 25, 2017 at 9:51 AM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

Hello James,

Below are additional items requested by staff.

1. Please provide any contracts, letters of engagement or other agreements for legal services between FTRI and the law firm of Messer Caparello from 2014 to the present.
2. Please provide dollar amount actually committed for Outreach for Q4 2017.

Please let me know if you have any questions.

Thank You.

Curtis J. Williams

Public Utility Analyst

Office of Telecommunications

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Office: (850) 413-6924

Fax: (850) 413-6925

Email: cjwillia@psc.state.fl.us

--

Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
1820 E Park Avenue, Suite 101
Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: James Forstall <jforstall@ftri.org>
Sent: Monday, June 19, 2017 3:37 PM
To: Curtis Williams
Cc: bbacom@ftri.org; Greg Fogleman
Subject: Re: FTRI Budget Revenue Question

Good Afternoon Curtis,

The difference is the allowable 1% administrative fee. Please see the Relay Surcharge report found in this link.

<http://www.psc.state.fl.us/Files/PDF/Utilities/Telecomm/Relay/relaysurcharge.pdf>



**Florida Telecommunications Relay, Inc.
Monthly TASA Surcharge Collection Report**

From: _____
(Company Name)

Florida Company Code: _____ For Reporting Period: _____

Date TASA remitted to FTRI: _____ Remitted by: Check # _____

Number of lines billed @ \$.11 each: _____
(\$.11 beginning Sept 1, 2016)

Was the surcharge prorated on any access lines? _____

- 1. Total - Surcharge billed \$ _____
- 2. (Less) Surcharge not collected \$ _____
- 3. (Plus) Surcharge collected (attributed to prior period) \$ _____
- 4. Subtotal \$ _____
- 5. (Less) 1% of Surcharge collected \$ _____
- 6. Total - Remitted to FTRI (TASA fund administrator) \$ _____

Prepared by: _____ Phone: _____

Signed by: _____ Email: _____

Print Name: _____ Date: _____

Please remit payment with form to:

**Florida Telecommunications Relay, Inc.
c/o Accounts Receivable Department
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301**

**Phone: 850-205-1470 ext. 224
Fax: 850-656-8099
Email: accountsreceivable@ftri.org**

Revised August 2016

Please let me know should you have other questions.

Thanks

James

On Mon, Jun 19, 2017 at 3:13 PM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

Hello James,

In the working papers supporting FTRI's budget revenue forecast, the forecasted number of access lines per month times \$.10 does not generate the amount of revenue reported in the budget. An illustration is presented below.

Please explain the difference.

Thank You.

	Reported			Calculated		Difference
	Access Lines	Revenues		Access Lines	Revenues	
	Estimates FYE 18	@ \$.10		Estimates FYE 18	@ \$.10	
July	5,217,267	\$ 516,509		5,217,267	\$ 521,727	\$ 5,218
August	5,166,875	\$ 511,521		5,166,875	\$ 516,688	\$ 5,167
September	5,264,623	\$ 521,198		5,264,623	\$ 526,462	\$ 5,264
October	5,232,712	\$ 518,039		5,232,712	\$ 523,271	\$ 5,232
November	5,166,574	\$ 511,491		5,166,574	\$ 516,657	\$ 5,166
December	5,185,280	\$ 513,343		5,185,280	\$ 518,528	\$ 5,185
January	5,235,575	\$ 518,322		5,235,575	\$ 523,558	\$ 5,236
February	5,238,324	\$ 518,594		5,238,324	\$ 523,832	\$ 5,238
March	5,198,734	\$ 514,675		5,198,734	\$ 519,873	\$ 5,198
April	5,183,042	\$ 513,121		5,183,042	\$ 518,304	\$ 5,183
May	5,159,645	\$ 510,805		5,159,645	\$ 515,965	\$ 5,160
June	5,080,397	\$ 502,959		5,080,397	\$ 508,040	\$ 5,081

\$ 62,328

Curtis J. Williams

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Thanks

James

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Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: Beth Salak
Sent: Monday, July 10, 2017 2:43 PM
To: Curtis Williams
Subject: FW: Staff Data Request Regarding FTRI Budget

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Tuesday, June 20, 2017 1:41 PM
To: Beth Salak
Subject: Re: Staff Data Request Regarding FTRI Budget

Hi Beth,

This person replaces the Account Payable person who resigned. The newly hired employee's salary is \$30,000 and began on May 30th. Sorry I didn't make this clear in my initial email.

Thanks

James

On Tue, Jun 20, 2017 at 1:35 PM, Beth Salak <BSalak@psc.state.fl.us> wrote:

James , on the list you sent over for your employees, you have 10 listed including an Account Payable person making \$20,000. Does this person take the place of the Accounts Payable person that is making \$20,000? OR do you now have 11 employees? When did the new employees get added?

From: Curtis Williams
Sent: Wednesday, May 31, 2017 10:47 AM
To: 'James Forstall'
Cc: Brett Bascom; Beth Salak; Jeff Bates; Greg Fogleman; Mark Long; Pamela Page
Subject: RE: Staff Data Request Regarding FTRI Budget

Thanks for the update.

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Wednesday, May 31, 2017 9:55 AM
To: Curtis Williams
Cc: Brett Bascom
Subject: Re: Staff Data Request Regarding FTRI Budget

Curtis,

Pursuant to Beth's request, the following unexpected expenses will be incurred.

We hired a new Accounts Payable person with an annual salary of \$30,000.

We've also had a few computers malfunction that need replacement. Estimated cost for these computers will be \$2,500. We plan to purchase these before June 30th.

Thanks

James

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Thanks James

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Tuesday, May 30, 2017 4:04 PM
To: Curtis Williams
Cc: Brett Bascom; Robert Telfer; McCabe, Thomas M.
Subject: Re: Staff Data Request Regarding FTRI Budget

Good Afternoon Curtis,

Attached is the engagement letter from Messer, Caparello & Self law firm dated 2001. The agreement continues "at will" to this day.

With regard to 4th quarter outreach dollars, FTRI is expected to expend the nearly \$173,568 available funds.

Please let me know if you have additional questions.

Thanks

James

On Thu, May 25, 2017 at 9:51 AM, Curtis Williams <CJWillia@psc.state.fl.us> wrote:

Hello James,

Below are additional items requested by staff.

1. Please provide any contracts, letters of engagement or other agreements for legal services between FTRI and the law firm of Messer Caparello from 2014 to the present.
2. Please provide dollar amount actually committed for Outreach for Q4 2017.

Please let me know if you have any questions.

Thank You.

Curtis J. Williams

Public Utility Analyst

Office of Telecommunications

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Office: (850) 413-6924

Fax: (850) 413-6925

Email: cjwillia@psc.state.fl.us

--

Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
1820 E Park Avenue, Suite 101
Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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--
Thanks

James

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Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: Beth Salak
Sent: Monday, July 10, 2017 2:41 PM
To: Curtis Williams
Subject: FW: RDC number
Attachments: Budget 17.18 Cat III RDC calc.pdf

From: Brett Bascom [<mailto:bbascom@ftri.org>]
Sent: Friday, June 23, 2017 3:05 PM
To: Beth Salak
Cc: James Forstall
Subject: RE: RDC number

Beth,

I have attached some documentation and notes.

Thanks

Brett

Brett A. Bascom
Business Manager
Florida Telecommunications Relay, Inc.

From: Beth Salak [<mailto:BSalak@PSC.STATE.FL.US>]
Sent: Thursday, June 22, 2017 2:46 PM
To: 'Brett Bascom' <bbascom@ftri.org>
Subject: RE: RDC number

The questions are about the RDCs and the support behind the amount for the contracts. Based on info thru 3rd quarter data, it looks like the you will not spend as much as what you requested. It looks like your request may be high so we are looking for support for your number. If you prefer, you can email your spreadsheet you created for the amount.

From: Brett Bascom [<mailto:bbascom@ftri.org>]
Sent: Thursday, June 22, 2017 1:37 PM
To: Beth Salak
Cc: James Forstall
Subject: RE: RDC number

Can you give me an idea what your questions may be?

Thanks

Brett

Brett A. Bascom
Business Manager
Florida Telecommunications Relay, Inc.

From: Beth Salak [mailto:BSalak@PSC.STATE.FL.US]

Sent: Thursday, June 22, 2017 12:28 PM

To: 'Brett Bascom' <bbascom@ftri.org>

Subject: RDC number

Brett, do you have time this afternoon to discuss the RDC / Category III number with us ?

Category III, Fiscal Year Budget 2017-2018

The calculations for the 2017-2018 budget were completed in February 2017 with data available at that time. Certain assumptions and estimates are made with historical data assuming similar results will be realized with similar advertising and outreach planned for the budget year.

Notes to spreadsheet estimating YE 2017 and Budget 2017-2018

Service counts by invoice report; select data used to determine business cycle difference between first half of fiscal year and second half of fiscal year.

July 2015-Dec 2015 new services 5112

Jan 2016-June 2016 new services 6724

2nd half of year was 31.5% higher than 1st half. Planned newspaper insert ads are anticipated to be similar to FYE 2016, the YE estimate for FYE 2017 would be expected to reflect similar results.

FTRI used a conservative estimate of 30 % for the 2nd half estimate versus the 1st half.

Using actual fiscal year data for FYE 2017 and estimating the 2nd half of the FYE 2017

July 2016-Dec 2016 new services 4619

Jan 2017-June 2017 new services 6004

(calculated as $4619 \times 130\% = 6004$)

Total estimated 10623

To estimate a decrease over the past several years to new services, FYE 2014 Service counts by invoice is used and the estimated FY 2017 is subtracted to estimate a decrease and express as an annual percentage: $12201 - 10623 = 1578$, $1578 \div 12201 = .129$, then $.129 \div 3 \text{ years} = 4.3\%$

With expected advertising and outreach it was assumed a TTM January 2016 – December 2016 total new services may reflect expected results from our newspaper insert ads for our budget year 2017-2018. Still realizing a decrease, the 4.3% annual decrease estimated is applied to the TTM figure to determine an amount that may reflect the business cycle, using actual TTM figures as a base for the budget year calculation.

TTM January 2016-December 2016

$11343 \times 4.3\% = 488$ calculated decrease

$11343 - 488 = 10855$ calculated budget year services.

The benchmark for RDCs , see spreadsheet included with these notes, shows 39% of RDCs are reaching the benchmark.

Service Counts by Invoice Report

Summary

Date Range July 2015-December 2015

RDCs 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 40

[New Search](#)

RDC	New	Modification	Exchange	Return	Follow-up	Adjustment
02 - Center for Hearing and Communication	599	5	480	98	0	0
03 - Deaf & Hearing Resources of Palm Beach County, Inc.	52	4	40	23	17	0
04 - Easter Seals/Deaf and Hard of Hearing Services	508	7	219	95	16	0
05 - Independent Living Resource Center of NE Florida	137	7	156	88	13	0
07 - Center for Independent Living of Broward County	135	0	169	40	5	0
08 - Center for Independent Living of South Florida	48	0	54	12	13	0
09 - Citrus Hearing Impaired Program Services	230	2	246	59	3	0
10 - Deaf and Hard of Hearing Services of Florida, Inc.	309	10	342	151	41	0
13 - Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties	115	2	186	64	1	0
14 - Center for Independent Living of North Central Florida	263	10	329	131	56	0
16 - Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	160	1	150	69	40	0
17 - Deaf Service Center of SW Florida	143	3	221	123	3	0
18 - Center for Independent Living in Central Florida	98	3	164	91	17	0
19 - Central Florida Speech and Hearing Center	398	11	255	105	5	0
20 - Space Coast Center for Independent Living	127	0	90	63	44	0
21 - Hearing Impaired Persons, Inc. of Charlotte County	112	5	140	102	37	0
22 - Deaf and Hearing Services of Lake and Sumter Counties	279	5	275	106	11	0
24 - CIL Disability Resource Center	157	5	175	71	39	0
25 - Disability Resource Center, Inc.	128	7	111	19	7	0
26 - Hearing and Speech Center of Florida	113	2	90	13	3	0
27 - Family Center on Deafness	303	7	268	145	32	0
28 - Self Reliance Center for Independent Living	98	7	94	32	0	0
29 - Ability 1st	38	0	32	13	6	0
30 - Audiology with a Heart	420	8	494	133	41	0
31 - Big Bend Hospice, Inc.	6	0	1	0	0	0
32 - Center for Independent Living Gulf Coast	120	1	13	9	0	0
40 - Easter Seals Florida, Inc.	16	1	7	3	0	0
Totals	5,112	113	4,801	1,858	450	0

Service Counts by Invoice Report

Summary

Date Range January 2016-June 2016

RDCs 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 40

[New Search](#)

RDC	New	Modification	Exchange	Return	Follow-up	Adjustment
02 - Center for Hearing and Communication	966	8	651	107	1	0
04 - Easter Seals/Deaf and Hard of Hearing Services	797	3	336	125	15	0
05 - Independent Living Resource Center of NE Florida	134	4	152	81	21	0
07 - Center for Independent Living of Broward County	102	0	140	33	4	0
09 - Citrus Hearing Impaired Program Services	198	4	221	59	4	0
10 - Deaf and Hard of Hearing Services of Florida, Inc.	396	10	348	180	89	0
13 - Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties	80	1	96	27	0	0
14 - Center for Independent Living of North Central Florida	319	8	343	145	47	0
16 - Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	227	4	205	99	34	0
17 - Deaf Service Center of SW Florida	237	1	285	133	21	0
18 - Center for Independent Living In Central Florida	88	4	108	103	28	0
19 - Central Florida Speech and Hearing Center	630	12	312	111	22	0
20 - Space Coast Center for Independent Living	123	0	91	74	38	0
21 - Hearing Impaired Persons, Inc. of Charlotte County	137	3	159	95	35	0
22 - Deaf and Hearing Services of Lake and Sumter Counties	431	3	290	126	1	0
24 - CIL Disability Resource Center	229	2	205	88	34	0
25 - Disability Resource Center, Inc.	172	6	154	25	12	0
26 - Hearing and Speech Center of Florida	68	3	123	36	15	0
27 - Family Center on Deafness	393	6	322	158	21	0
28 - Self Reliance Center for Independent Living	107	3	88	48	0	0
29 - Ability 1st	82	3	52	22	5	0
30 - Audiology with a Heart	675	8	549	134	69	0
32 - Center for Independent Living Gulf Coast	130	0	42	23	0	0
40 - Easter Seals Florida, Inc.	3	0	7	1	0	0
Totals	6,724	96	5,279	2,033	516	0

Service Counts by Invoice Report

Summary

Date Range July 2016-December 2016

RDCs 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 40

[New Search](#)

RDC	New	Modification	Exchange	Return	Follow-up	Adjustment
02 - Center for Hearing and Communication	592	6	404	76	9	0
04 - Easter Seals/Deaf and Hard of Hearing Services	483	3	185	83	21	0
05 - Independent Living Resource Center of NE Florida	114	9	125	55	19	0
07 - Center for Independent Living of Broward County	48	1	70	29	16	0
09 - Citrus Hearing Impaired Program Services	116	2	149	53	0	0
10 - Deaf and Hard of Hearing Services of Florida, Inc.	316	1	262	134	89	0
14 - Center for Independent Living of North Central Florida	241	7	243	108	46	0
16 - Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	171	3	131	77	20	0
17 - Deaf Service Center of SW Florida	123	6	171	100	29	0
18 - Center for Independent Living in Central Florida	44	4	81	57	37	0
19 - Central Florida Speech and Hearing Center	263	4	189	107	19	0
20 - Space Coast Center for Independent Living	143	3	83	62	38	0
21 - Hearing Impaired Persons, Inc. of Charlotte County	122	4	106	76	36	0
22 - Deaf and Hearing Services of Lake and Sumter Counties	390	2	245	128	28	0
24 - CIL Disability Resource Center	189	5	139	71	28	0
25 - Disability Resource Center, Inc.	102	4	90	27	2	0
26 - Hearing and Speech Center of Florida	31	0	72	13	1	0
27 - Family Center on Deafness	316	2	185	133	24	0
28 - Self Reliance Center for Independent Living	66	2	41	44	5	0
29 - Ability 1st	71	1	67	21	15	0
30 - Audiology with a Heart	614	1	479	110	63	0
32 - Center for Independent Living Gulf Coast	59	0	14	12	0	0
40 - Easter Seals Florida, Inc.	5	0	3	4	0	0
Totals	4,619	70	3,534	1,580	545	0

Service Counts by Invoice Report

Summary

Date Range July 2013-June 2014

RDCs 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 40

[New Search](#)

RDC	New	Modification	Exchange	Return	Follow-up	Adjustment
02 - Center for Hearing and Communication	1,220	37	1,047	222	6	0
03 - Deaf & Hearing Resources of Palm Beach County, Inc.	1,258	24	1,104	379	187	0
04 - Easter Seals/Deaf and Hard of Hearing Services	883	26	525	228	57	0
05 - Independent Living Resource Center of NE Florida	443	29	367	181	54	0
07 - Center for Independent Living of Broward County	500	13	631	118	0	0
08 - Center for Independent Living of South Florida	237	12	353	81	104	0
09 - Citrus Hearing Impaired Program Services	289	12	455	131	28	0
10 - Deaf and Hard of Hearing Services of Florida, Inc.	840	22	865	349	105	0
13 - Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties	509	11	635	220	20	0
14 - Center for Independent Living of North Central Florida	660	20	686	226	81	0
16 - Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	378	13	448	185	9	0
17 - Deaf Service Center of SW Florida	638	23	660	332	3	0
18 - Center for Independent Living in Central Florida	644	30	457	207	108	0
19 - Central Florida Speech and Hearing Center	668	31	522	239	24	0
20 - Space Coast Center for Independent Living	252	2	212	113	115	0
21 - Hearing Impaired Persons, Inc. of Charlotte County	309	19	474	205	75	0
22 - Deaf and Hearing Services of Lake and Sumter Counties	448	18	443	235	155	0
23 - Area Agency on Aging for North Florida, Inc. (Aging Resource Center)	76	0	75	23	0	0
24 - CIL Disability Resource Center	458	23	535	165	72	0
25 - Disability Resource Center, Inc.	156	18	176	51	9	0
26 - Hearing and Speech Center of Florida	347	17	398	40	0	0
27 - Family Center on Deafness	833	47	825	373	71	0
28 - Self Reliance Center for Independent Living	108	10	79	35	2	0
29 - Ability 1st	49	4	18	13	6	0
Totals	12,201	461	11,990	4,351	1,287	0

Service Counts by Invoice Report

Summary

Date Range January 2016-December 2016

RDCs 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

[New Search](#)

23 RDC's
ACTIVE

RDC	New	Modification	Exchange	Return	Follow-Up	Adjustment
02 - Center for Hearing and Communication	1,558	14	1,055	183	10	0
04 - Easter Seals/Deaf and Hard of Hearing Services	1,280	6	521	208	36	0
05 - Independent Living Resource Center of NE Florida	248	13	277	138	40	0
07 - Center for Independent Living of Broward County	150	1	210	62	20	0
09 - Citrus Hearing Impaired Program Services	314	6	370	112	4	0
10 - Deaf and Hard of Hearing Services of Florida, Inc.	712	11	610	314	178	0
13 - Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties	80	1	96	27	0	0
14 - Center for Independent Living of North Central Florida	560	15	586	253	93	0
16 - Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	398	7	336	176	54	0
17 - Deaf Service Center of SW Florida	360	7	456	233	50	0
18 - Center for Independent Living in Central Florida	132	8	189	160	65	0
19 - Central Florida Speech and Hearing Center	893	16	501	218	41	0
20 - Space Coast Center for Independent Living	266	3	174	136	76	0
21 - Hearing Impaired Persons, Inc. of Charlotte County	259	7	265	171	71	0
22 - Deaf and Hearing Services of Lake and Sumter Counties	821	5	535	254	29	0
24 - CIL Disability Resource Center	418	7	344	159	62	0
25 - Disability Resource Center, Inc.	274	10	244	52	14	0
26 - Hearing and Speech Center of Florida	99	3	195	49	16	0
27 - Family Center on Deafness	709	8	507	291	45	0
28-- Self Reliance Center for Independent Living	173	5	129	92	5	0
29 - Ability 1st	153	4	119	43	20	0
30 - Audiology with a Heart	1,289	9	1,028	244	132	0
32 - Center for Independent Living Gulf Coast	189	0	56	35	0	0
40 - Easter Seals Florida, Inc.	8	0	10	5	0	0
Totals	11,343	166	8,813	3,613	1,061	0

RDC benchmark performance
Jan-Dec 2016

RDC	# times hit	# months
2	6	12
4	8	12
5	1	12
7	0	12
9	5	12
10	6	12
14	0	12
16	10	12
17	4	12
18	0	12
19	3	12
20	8	12
21	5	12
22	7	12
24	6	12
25	8	12
26	0	12
27	5	12
28	2	12
29	6	12
30	11	12
32	2	12
40	0	12

103

264

39.02%

Curtis Williams

From: Beth Salak
Sent: Monday, July 10, 2017 2:45 PM
To: Curtis Williams
Subject: FW: FW: FTRI audit recommendation

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Thursday, June 29, 2017 9:41 AM
To: Beth Salak
Cc: James Forstall
Subject: Re: FW: FTRI audit recommendation

Good Morning Beth,

I've read the suggestions presented under 1. a) and b) and here's my thoughts on those.

1. a) - We're in the process of revising our current application and are adding a space for alternate contact email addresses (secondary).

1. b) - We currently capture all existing customer contacts using our Customer Care database which is part of AIMS. I believe this could have been explained in more details had we had more time during the visit. We also capture calls in our Call Log from individuals (non-customers) contacting our office for information and referral.

2. & 3. - We've discussed ideas with our IT person but haven't quite come up with a "best" method or formula at this time. We'll continue to explore this, though.

I've forwarded your email to others for additional feedback and may have information to add to this email later on. I hope this is what you're looking for; if not, please let me know.

Thanks

James

On Tue, Jun 27, 2017 at 11:26 AM, Beth Salak <BSalak@psc.state.fl.us> wrote:

James,

Attached are thoughts that the auditors have to determine an estimate the active number of clients with equipment that FTRI has. I don't think there is one right way to calculate the number without contact with

your clientele if the information is not in your database. However, the auditors make some valid points in the attached write up. I wanted to get your opinion on what they have written.

Respectfully,

Beth Salak

Director, Office of Telecommunications

Florida Public Service Commission

--

Thanks

James

James Forstall, Executive Director
Florida Telecommunications Relay Inc. (FTRI)
1820 E Park Avenue, Suite 101
Tallahassee, FL 32301
jforstall@ftri.org
850-270-2641 (VP)

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Curtis Williams

From: Beth Salak
Sent: Monday, July 10, 2017 2:46 PM
To: Curtis Williams
Subject: FW: FW: FTRI audit recommendation
Attachments: Sample of CC for FPSC 7.6.17.pdf

From: James Forstall [<mailto:jforstall@ftri.org>]
Sent: Thursday, July 06, 2017 7:41 AM
To: Beth Salak
Cc: James Forstall
Subject: Re: FW: FTRI audit recommendation

Good Morning Beth,

Attached please find a sample of what a Customer Care ticket looks like. Hope this provides some clarity regarding FTRI's Customer Care process in AIMS.

James

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Director, Office of Telecommunications

Florida Public Service Commission

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Thanks

James

James Forstall, Executive Director
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1820 E Park Avenue, Suite 101
Tallahassee, FL 32301
jforstall@ftri.org
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Thanks

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Tallahassee, FL 32301
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Client Information

#467593

Print Client Info Edit Client Delete Client

Impairment: Hard of Hearing
Birthdate: 9/21/1928 (Age 88)
Certifier: Audiologist
Added by: Amelia Mauldin
Home Ph: (954) 472-0725

This icon will remain on this tab until the client is actually served.

- Client
- Status
- Equipment
- Service History
- Warnings
- Attachments
- Emails
- Customer Care 1

Contact

Speaks English

(954) 472-0725 - Home

9460 Tangerine Place
Apt 210
Davie, Florida 33324
Broward County
Home - [Map](#)

Subscribed to the newsletter

Comments

Add Comment

Customer Care:

The client's CSC-40 is not amplifying like it used to. She also mentioned it has some static. Referred the client to RDC 7 to have the unit tested. Edit

6/7/2017 by Danielle Galloway Delete

Customer Care

#467593

Print Client

Impairment: Hard of Hearing
Birthdate: 6/21/1928 (Age 88)
Certifier: Audiologist
Added by: Arnie's Mailbox
Home Ph: (954) 475-0123

Issue #16246

Client

Address: 9400 Tangerine Plaza
Apt 210
Davie, Florida 33324
Broward County
FL 33136

This is what the Customer Care tab looks like for this specific client's issue.

As many "tickets" as needed can be added to each client file.

Issue

Issue # 16246

Referral Source: Current Client / Self-referred

Symptoms: Amplification

Equipment: CSC-40 (P10006-02 - issued 11/8/2015)

Phone Service: AT&T (BellSouth)

Attempted Solutions

1. Replaced equipment - 6/7/2017 @ 12:30 PM

Status

Next Step: Refer to RDC

Follow-up Date:

Best Time To Call:

Assigned To: Danielle Galloway

Service Tra #

Communications

Add Communication

New Issue: Client called FTR. The client's CSC-40 is not amplifying like it used to. She also mentioned it has some static. Referred the client to RDC to have the unit tested.
6/7/2017 by Danielle Galloway (4 minutes) | Delete

Curtis Williams

From: Beth Salak
Sent: Monday, July 10, 2017 2:46 PM
To: Curtis Williams
Subject: FW: FW: FTRI audit recommendation

From: James Forstall [mailto:jforstall@ftri.org]
Sent: Friday, July 07, 2017 11:48 AM
To: Beth Salak
Cc: James Forstall
Subject: Re: FW: FTRI audit recommendation

Hi Beth,

That's a good question. I shared the attachment so you could see how we capture such information in Customer Care.

However, just this past Wednesday I analyzed services provided on that day and came across a scenario where a client in the Miami area received a phone after seeing saw one of FTRI's Spanish Insert Ad. It turned out that this client received a phone from us in 2003 and over time somehow misplaced the phone. He was shown as being Active in our database with equipment. Had a specific formula or method been used to make him Inactive (due to inactivity for an extended period of time) he would still have shown up in the Master Search as a client with an Inactive status and the RDC would have had to contact the FTRI office to reactivate him before providing service. Hope that made sense.

Again, that's a good question and as you mentioned, there's no one correct method. Nonetheless, I'll continue to ponder on this to see if we can come up with a reasonable solution/method.

Let me know if you have additional questions.

James

On Fri, Jul 7, 2017 at 11:16 AM, Beth Salak <BSalak@psc.state.fl.us> wrote:

James, I see your attachment. How do you propose using this tool to estimate number of clients that are active?

From: James Forstall [mailto:jforstall@ftri.org]
Sent: Thursday, July 06, 2017 7:41 AM
To: Beth Salak

Cc: James Forstall

Subject: Re: FW: FTRI audit recommendation

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Thanks

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