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May 17, 2024

Mr. Adam Teitzman
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399- 0850

RE: Docket No. 20240043-TP

Request for submission of proposals for relay service, beginning in March 2025, for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

Dear Mr. Teitzman,

On behalf of Hamilton Relay, Inc., I am submitting the following reply comments in response to the Workshop Draft, Request for Proposals for Relay Service in Florida, as outlined in Docket No. 20240043-TP and discussed at the April 23, 2024, RFP Bidders Conference. We appreciate the opportunity to provide input on this critical matter.

Sincerely,
Beth Slough

A handwritten signature in blue ink that reads "Beth Slough".

Director of Account Management and Compliance
Hamilton Relay, Inc.

beth.slough@hamiltonrelay.com

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Reply Comments on Behalf of Hamilton Relay

In our reply comments, we offer the following response to T-Mobile's written comments, reaffirming Hamilton's stance as articulated in our initial written comments.

We do not contest T-Mobile's assertion in their written comments that CTS (Captioned Telephone Service) is not a service mandated by the FCC. However, we wish to underscore the critical importance of providing a service that is indispensable to Florida residents, as evidenced by the significant usage statistics outlined in Florida's Draft RFP. With over 200,000 CapTel minutes of use in Florida over the past 12 months, both intrastate and interstate, the demand for this service is evident.

The statistics presented in our initial comments underscore the necessity of CTS in Florida and elucidate some of the challenges confronting current and prospective analog-based CTS users. Mr. Moore himself acknowledged the difficulties associated with transitioning these analog CTS users to digital services, what with the prevailing lack of awareness among consumers regarding available technological advancements¹. Until such time as these technological hurdles are adequately addressed for all Florida consumers, it remains imperative to sustain support for the analog-based CTS program, which ensures equal opportunity and communication rights for all individuals.

Once again, we thank you for this opportunity to submit written reply comments.

¹ Bidders Conference Transcript, page 26, lines No. 9-10 and Bidders Conference Transcript, page 27, line No. 9.