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August 13, 2024

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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2024 AUG 16 AM 11:33
COMMISSION
CLERK

RE: Hamilton Relay's response to the FPSC to Provide TRS in Florida
Docket No. 20240043-TP

Dear Mr. Williams,

On behalf of Hamilton Relay, Inc. (Hamilton¹) we are pleased to have the opportunity to share with you this proposal for providing Traditional Relay Services.

Hamilton is proud of our commitment and proven record of delivering the highest quality TRS services along with personalized customer care for our states and the residents they serve.

Experience: As a leader in the industry, Hamilton has been providing telecommunications services since 1901 and was one of the first companies to begin providing relay services in 1991. For more than 33 years, we have delivered reliable and trusted relay services, while remaining at the forefront of changes within the industry. We were one of the first companies to offer relay services, the first to trial Captioned Telephone (CapTel) services and the first to process CapTel calls from our own centers. For over three decades, we have been connecting individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking with family, friends and businesses. It's not just advanced telephone technology, Telecommunications Relay Service and Captioned Telephone Service make a difference in the lives of people – one call at a time.

Focus: With Hamilton, you will contract with a company that is uniquely committed to relay. The primary focus of the Hamilton team is to provide individuals in your state with the highest quality Telecommunications Relay Service in the industry. In fact, we are the only state relay provider whose primary focus is relay. That is a big win for our customers.

Quality: We understand that selecting the relay provider for your State is more than just achieving high-quality connections; it's a balance of quality, cost and efficiency. We call that

¹ The name of Hamilton Telecommunications and Hamilton Relay, Inc. is used in some of the materials and enclosures with this bid. Hamilton Telecommunications is a registered trade name used by a group of companies which includes Hamilton Telephone Company and Hamilton Relay, Inc.

balance the “real value” of working with Hamilton. It begins with exemplary answer performance and quality of service. Combine our superior performance with dedicated customer care, individually customizable relay solutions and a unified team of Communication Assistants – not subcontractors – and you can be assured of the best possible call experience. Later in this proposal, we have detailed third party statistics to back our claims and demonstrate the Hamilton difference.

Community Outreach: Our outreach efforts have long been admired throughout the industry. Our outreach program is about education, awareness and building a strong community and is the foundation of our success and yours. We work to reach individuals and communities throughout your state to understand Relay service. Our outreach program reduces the number of “hang-ups”, streamlines the call process and improves the overall call experience for individuals on both sides of the relay call.

Customized Relay: We understand that each state has unique guidelines that require responsiveness and flexibility. We work with our states to build and implement a superior program that is both effective and efficient – providing a level of quality that only Hamilton can deliver. We offer a service specifically tailored to the needs of your state and each individual user.

We feel confident that once you’ve reviewed our proposal, you will see that our attention and personalized focus on the individual needs of the relay user, along with cost and quality service ensures the best possible call experience for every relay user.

I, the undersigned, am an officer of Hamilton Relay, Inc. and am duly responsible, authorized and empowered to sign this proposal, and to contractually obligate Hamilton as well as negotiate the contract on behalf of Hamilton. I am authorized to bind Hamilton Relay, Inc. to the terms of the RFP, including services and prices contained in this proposal, and hereby attest that the information provided is a true and accurate representation of our proposal.

The following individuals are authorized to make decisions, answer questions, or provide clarification to the proposal and subsequent contract.

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Hamilton acknowledges that it has received the Clarifying Questions and Response dated August 6, 2024.

Hamilton agrees to provide the relay services as stated in this proposal at the prices stated herein.

Hamilton will meet all FCC requirements, and it discusses in detail how those requirements will be met throughout this proposal. Hamilton has read, understands, and will comply with all components of the RFQ and Terms and Conditions with the exceptions listed in the Attachment to this Transmittal Letter.

Pursuant to Florida Statute 364.183, Section (2), Hamilton respectfully requests that the Commission enter a finding of good cause that the following components of its proposal shall be deemed following Proprietary and Confidential for a period longer than 18 months, specifically in perpetuity as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

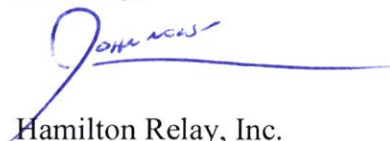
- Tab 6, section 5.b – number of outgoing calls for most recent month
- Attachment F – Financial Information

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

On behalf of everyone at Hamilton, I respectfully submit this proposal to provide Telecommunications Relay Service.

Sincerely,



Hamilton Relay, Inc.
By John Nelson
President