

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:** February 5, 2025

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** *CW*  
Curtis J. Williams, Senior Analyst, Office of Industry Development & Market Analysis

**RE:** Docket No. 20240043-TP - Document Filing

---

Please place the attached letter to the Federal Communications Commission (FCC) in Docket No. 20240043-TP. The letter is a compliance filing providing notice to the FCC of a substantive change to Florida's Telecommunications Relay Service program.

Please let me know if you have any questions.

Thank you

Attachment

RECEIVED-FPSC  
2025 FEB -5 PM 1:27  
COMMISSION  
CLERK

COMMISSIONERS:  
MIKE LA ROSA, CHAIRMAN  
ART GRAHAM  
GARY F. CLARK  
ANDREW GILES FAY  
GABRIELLA PASSIDOMO SMITH

## STATE OF FLORIDA



EXECUTIVE DIRECTOR  
BRAULIO L. BAEZ  
(850) 413-6463

# Public Service Commission

February 4, 2025

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
45 L Street NE  
Washington, DC 20554

RE: Notice of Florida's Discontinuance of Analog CapTel Service, CG Docket 03-123

Dear Ms. Dortch,

In compliance with FCC rule 47 C.F.R. §64.606(f)(1), the Florida Public Service Commission (FPSC) is notifying the Federal Communications Commission of a change to Florida's Telecommunications Relay Service (TRS) program. In addition, this notice certifies Florida continues to meet federal minimum standards after implementing the substantive change. The change prompting this notification is Florida's discontinuance of analog Captioned Telephone (CapTel) service, effective March 1, 2025.

Several factors led the FPSC to discontinue analog CapTel service, including significant declines in minutes of use, the small number of users, and viable alternatives to analog CapTel service. Another consideration was T-Mobile, the existing provider of analog CapTel service in Florida, provided notice that it was no longer going to offer analog CapTel service for any new contracts. Florida's current contract with T-Mobile ends on February 28, 2025. A new contract with T-Mobile will begin on March 1, 2025, offering TRS and Speech-to-Speech services only.

Analog CapTel service is an optional relay service, as states may choose whether to include it in their TRS program. Consequently, Florida's decision to discontinue CapTel service will not impact Florida's compliance with federal minimum standards for state relay programs. Please feel free to contact me if I can be of further assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Braulio Baez".

Braulio Baez  
Executive Director