

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Commission approval of Florida
Telecommunications Relay, Inc.'s fiscal year
2025/2026 proposed budget.

DOCKET NO. 20250062-TP
ORDER NO. PSC-2025-0279-PAA-TP
ISSUED: July 18, 2025

The following Commissioners participated in the disposition of this matter:

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

NOTICE OF PROPOSED AGENCY ACTION
ORDER APPROVING FLORIDA TELECOMMUNICATIONS RELAY INC.'S
FISCAL YEAR 2025/2026 BUDGET WITH MODIFICATIONS

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code (F.A.C.).

Background

The Telecommunications Access System Act of 1991 (TASA) established a statewide telecommunications relay system. TASA provides that the Florida Public Service Commission (Commission) shall establish, implement, promote, and oversee the administration of the statewide telecommunications access system to provide access to telecommunications relay services by persons who are deaf, hard of hearing, or speech impaired. TASA provides for the purchase and distribution of specialized telecommunications devices as defined in Section 427.704, Florida Statutes (F.S.). In addition, Section 427.702, F.S. requires that the system provide telecommunications service for deaf or hard of hearing persons that is functionally equivalent to the service provided to hearing persons.

The telecommunications access system provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized Communications Assistant that relays information between the deaf or hard of hearing person and the other party to the call. The primary function of the telecommunications access system is accomplished through the use of a Telecommunications Device for the Deaf (TDD). The person using the TDD types a message to

the Communications Assistant who in turn voices the message to the other party or types the message to a Captioned Telephone that displays real-time captions of the conversation.

Florida Telecommunications Relay, Inc. (FTRI), a non-profit corporation formed by the local exchange telephone companies, was selected by us to serve as the telecommunications access system administrator. FTRI is primarily responsible for the purchase and distribution of specialized telecommunications equipment. As part of this process, FTRI contracts with other organizations to assist in the distribution of equipment and provide customer training on the proper use of the equipment and the relay service. FTRI also conducts marketing to raise awareness of available specialized equipment and related relay service. Finally, FTRI pays the Telecommunications Relay Service (TRS) provider, which is selected by us through a request for proposals process. The current TRS provider is T-Mobile USA, Inc. (T-Mobile).

FTRI, as the TASA Administrator, is funded through the TRS surcharge. Only local exchange telecommunications companies are required to collect and remit this surcharge to FTRI. We have changed the surcharge since its establishment by TASA to meet FTRI's budgetary needs. The monthly surcharge is currently \$0.08 per access line, for up to 25 lines per customer.

As part of our oversight responsibilities of the telecommunications access system, we review and approve a budget submitted by FTRI on an annual basis. On April 10, 2025, FTRI submitted its Fiscal Year 2025/2026 budget for our consideration, which is included as Attachment A. FTRI provided a comparison of its proposed budget to our approved 2024/2025 budget, as well as its estimated revenue and expenses for the current fiscal year. FTRI estimated its revenue and expenses based on actual data from the first two quarters and estimated data for the remainder of the year. On April 28, 2025, FTRI filed third quarter financial information. With this updated information, we formulated our own estimated expenses for Fiscal Year 2024/2025, which is reflected in Attachment B.

This order addresses FTRI's approved budget and approved TRS surcharge for Fiscal Year 2025/2026. The TRS surcharge is the only rate we establish for telecommunications companies. We are vested with jurisdiction pursuant to Chapter 427, F.S.

Analysis and Decision

1. FTRI's proposed Fiscal Year 2025/2026 budget with is approved with modifications.

Traditional Telecommunications Relay Service

Traditional TRS cost as approved in the T-Mobile contract is currently \$2.58 per session minute. T-Mobile initially forecasted 626,389 minutes of traditional TRS for Fiscal Year 2025/2026. T-Mobile performed additional analysis after its initial submission, and submitted a revised forecast projecting 467,554 minutes of use.

Based on continued advancements in technology and the expansion of consumer choice, it is anticipated that declines in minutes of use will continue. It has been observed that traditional TRS users are transitioning to the following services:

- IP Relay
- VRS
- IP CTS
- Wireless Service

Florida Telecommunications Relay, Inc. Budget

Attachment A reflects FTRI's Fiscal Year 2025/2026 proposed budget filed with us, which was reviewed and adopted by FTRI's Board of Directors. FTRI proposed maintaining the current \$.08 surcharge per access line, which would result in total surcharge revenue of \$1,938,584. FTRI projected \$831,138 in interest income during Fiscal Year 2025/2026 through investments in its Investment Trust Money Market account and 3-month T-bills. As a result, FTRI's total operating revenue was estimated to be \$2,769,722. FTRI's proposed budget projected total expenses of \$4,097,190. Based on FTRI's projected revenue and expenses, it would need to transfer \$1,327,468 from the Reserve Account to offset the shortfall. FTRI has a Reserve Account of approximately \$20 million.

As explained above, T-Mobile initially forecasted 626,389 minutes of traditional TRS. FTRI's proposed TRS provider expense was developed using T-Mobile's initial forecast at \$2.58 per minute, resulting in TRS provider expense of \$1,616,085. T-Mobile's revised forecast was submitted after FTRI filed its proposed budget. Our budget adjustment for TRS provider expense is discussed in the analysis section of the order.

Analysis

The two primary factors contributing to FTRI's proposed budget shortfall are continued declines in access lines, upon which the surcharge is assessed, and the increase in the TRS per minute rate from \$1.60 to \$2.58. Proposed surcharge revenue is projected to decline by \$411,058 compared to last year's approved budget as a result of continued declines in access lines. We made an adjustment to FTRI's proposed TRS provider expense based on T-Mobile's revised minutes of use forecast filed after FTRI's budget submission. Our approved TRS provider expense is \$1,206,289, calculated by applying T-Mobile's revised forecast of 467,554 minutes at \$2.58 per minute.

We developed an estimate of FTRI's expenses for Fiscal Year 2024/2025, which is presented in Attachment B. We used actual data from the first three quarters and took an average of those three quarters to estimate the fourth. Our estimates were then used as one element in evaluating FTRI's proposed budget, along with analyzing our past approved FTRI budgets to identify and evaluate ongoing cost reduction measures.

Below is our review of selected items from FTRI's proposed budget expense by category.

Category I – Relay Services

Category I captures TRS provider expenses for traditional TRS currently provided by T-Mobile. We and FTRI have historically used the TRS provider's minutes of use forecast to develop the budget for this category.

T-Mobile explained that its initial modeling may have been impacted by a temporary spike in calls from November 2024 through February 2025, associated with the healthcare open enrollment period. After the four-month spike, T-Mobile has seen a steep decline that will affect the forecast going forward. We compared historical actual minutes of use to T-Mobile's forecasts, and found T-Mobile's revised forecast to be reasonable. For comparison, our approved budget for the current fiscal year forecasted 487,992 minutes of traditional TRS.

We find using T-Mobile's revised forecast of 467,554 minutes to calculate the TRS provider expense. At the contracted rate of \$2.58 per minute, the resulting TRS provider expense is \$1,206,289. This represents a reduction of \$409,796 from FTRI's proposed budget.

Category II – Equipment & Repairs

Category II expenses reflect the purchase of equipment to be distributed to clients and the repairs that FTRI must make to keep the equipment in working order. FTRI requested \$475,309 for Fiscal Year 2025/2026. FTRI's proposed budget represents a \$10,155 increase in expense from our current approved budget. The proposed increase is consistent with FTRI's strategy to replace legacy equipment with more advanced devices.

FTRI requested, and we approved, a pilot program for the XLC8 GLT Deluxe in its Fiscal Year 2024/2025 budget. The XLC8 GLT Deluxe replaces the legacy XLC8, which is a device associated with traditional CapTel service. The XLC8 GLT Deluxe includes a large captioning screen that only works with landlines and allows the customer to view larger captions on the screen via an installed application. The unit cost is \$565 new and \$45 refurbished. FTRI noted that the pilot program caption call equipment was met with positive demand from clients. As a result, FTRI is proposing to transition the XLC8 GLT Deluxe from a pilot program to fully supported equipment. FTRI has proposed \$113,000 for Fiscal Year 2025/2026.

This year, FTRI is also requesting approval of a pilot program for Volume Control Phone (VCP) Speech Impaired equipment. The pilot was proposed by FTRI in its Fiscal year 2023/2024 proposed budget, but was not approved by us because the proposed devices required a wireless internet connection. FTRI's current budget request is for specially designed tablets that require landline-based technology to function.

The unit cost is \$1,380 new and \$95 refurbished. FTRI is requesting budget approval to purchase up to 20 new devices. FTRI explained that the actual number needed cannot be determined because it has not advertised this equipment and has not displayed it at outreach events. FTRI requested \$25,600 in its initial proposed budget, but corrected the amount in response to a our inquiry to reflect \$27,600 (20 devices at \$1,380). FTRI also stated that it has

already issued one unit to a client in 2025. We find that FTRI should have consulted with our staff prior to distributing this equipment given that the 2023/2024 VCP Speech Impaired pilot proposal was denied.

FTRI explained that refurbished devices are used devices that were previously purchased by FTRI and have been returned. FTRI stated that it aims to purchase new devices to distribute to clients and distribute refurbished devices only if new devices are out of stock. We direct FTRI to distribute refurbished equipment in stock prior to ordering new equipment as a cost saving measure.

The requested increased expense associated with the XLC8 GLT Deluxe and VCP Speech Impaired equipment is being offset by decreases in other equipment categories with declining demand. Requested expense for VCP Hearing Impaired equipment and In-Line Amplifier equipment are both lower than the current fiscal year approved budget expense.

We note that the Legislature passed a bill during the 2025 Session that revises TASA, allowing for the distribution of more modern equipment, but at the time of writing that bill has not been sent to the Governor for signature. FTRI stated that if CS/CS/SB 344 becomes law, its planned expenditures for the XLC8 GLT Deluxe and VCP Speech Impaired devices will not need to be modified. However, FTRI noted that it may seek a budget amendment to address potential costs related to purchasing and distributing wireless equipment.

We approve \$477,309 for equipment and repairs expense.

Category III – Equipment Distribution & Training

Category III reflects the cost of distributing equipment throughout the state and the training of consumers in the use of that equipment. FTRI's proposed budget requests \$188,565 for distribution and training, which reflects a \$73,435 decrease from our current approved budget.

Expenses related to Regional Distribution Centers (RDCs) are the largest component of Category III expenses. FTRI's proposed budget for RDCs is \$145,940, which is \$54,060 lower than our current approved budget.

We approve FTRI's proposed budget for Category III expenses of \$188,565.

Category IV – Outreach

Outreach efforts are designed to promote FTRI's equipment distribution services and to raise awareness about TRS. FTRI's proposed Fiscal Year 2025/2026 Outreach budget increases this expense by \$54,975.

Factors contributing to the increase in Outreach Expense include the hiring of a second Outreach Specialist, associated travel expenses, and advertising vendor price increases. FTRI

employs various forms of communication in its outreach strategy. FTRI plans to expand outreach efforts, including continued advertising in newspapers using free-standing insert ads (flyers), social media, and television.

We approve FTRI's proposed budget for Category IV expenses.

Category V – General & Administrative

Category V reflects expenses associated with FTRI's operations, such as office and furnishings, employee compensation, contracted services (auditors, attorney and computer consultants), computers, and other operating expenses. FTRI is proposing \$1,182,950 for Fiscal Year 2025/2026, which represents a \$124,495 increase in Category V expense from our current approved budget. Factors contributing to the increase include legal, computer consultation, and employee compensation expenses.

FTRI's Fiscal Year 2024/2025 approved budget for Legal expense was \$20,000. Subsequently, after consultation with our staff, FTRI hired a lobbyist for the 2025 legislative session in support of CS/CS/SB 344. As a result, FTRI's Fiscal Year 2024/2025 estimated Legal expense is \$49,061. Fiscal Year 2025/2026 proposed Legal expense is \$56,652, which includes the lobbying services, along with projected increases in billable hours for RDC contract negotiations, vendor contracts, and personnel expense.

The current lobbying agreement/contract ends on July 31, 2025. FTRI acknowledged that if relay reform legislation passes, there is no need to extend the lobbying contract. FTRI explained that forty percent of the Legal expense is associated with lobbying. This equates to \$22,661 based on FTRI's \$56,652 budget request. We do not believe there is a need to approve lobbying expenses for Fiscal Year 2025/2026, but note that FTRI continues to have flexibility to move funds within budget categories if needed, as was done to hire lobbyists for the recent Legislative Session.

Computer Consultation expense shows a \$24,113 increase over FTRI's Fiscal Year 2024/2025 estimate. The increase is associated with redesigning its website, technical support, network administration, and desktop troubleshooting. FTRI stated that the last significant redesign of its website was in 2016. FTRI also stated that the website is currently not designed to render consistently across all browsers, incompatible with most mobile device browsers, and does not satisfy basic accessibility requirements. We find these expenses are reasonable.

We approve reducing Legal expense by \$22,661 associated with lobbying services, and approval of \$1,160,289 for FTRI's Category V expenses.

Revenue Shortfall

Our approved adjustments for FTRI's Fiscal Year 2025/2026 budget will result in a shortfall of \$897,011. Without our adjustments, FTRI's proposed budget presents a shortfall of

\$1,327,468. As we have approved in recent years, we believe it is appropriate to draw upon the Reserve Account to cover the shortfall. FTRI's Reserve Account is approximately \$20 million.

Conclusion

We shall modify FTRI's proposed budget expenses of \$4,097,190 to decrease TRS provider expense by \$409,796, decrease Legal expense by \$22,661, and increase VCP Speech Impaired expense by \$2,000. We approve a total budget expense of \$3,666,733 for Fiscal Year 2025/2026, effective upon issuance of the consummating order. We order FTRI to transfer \$897,011 from the Reserve Account to offset our projected revenue shortfall.

2. Telecommunications Relay Service (TRS) surcharge for Fiscal Year 2025/2026.

FTRI has not requested a change in the TRS surcharge. We find the current TRS surcharge of \$0.08 per line, per month is reasonable given the size of the Reserve Account identified in Section 1.

Conclusion

We shall maintain the current TRS surcharge of \$0.08 per line, per month for Fiscal Year 2025/2026. We order all local exchange companies to continue billing the \$0.08 TRS surcharge for Fiscal Year 2025/2026.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Florida Telecommunications Relay Inc.'s proposed budget expenses of \$4,097,190 be modified to decrease TRS provider expense by \$409,796, decrease Legal expense by \$22,661, and increase VCP Speech Impaired expense by \$2,000. We approve a total budget expense of \$3,666,733 for Fiscal Year 2025/2026, effective upon issuance of the consummating order. We shall allow FTRI to transfer \$897,011 from the Reserve Account to offset our projected revenue shortfall. It is further


ORDERED that Florida Telecommunications Relay Inc. distribute refurbished equipment in stock prior to ordering new equipment as a cost saving measure. It is further

ORDERED that the Commission maintain the current TRS surcharge of \$0.08 per line, per month for Fiscal Year 2025/2026. We order all local exchange companies to continue billing the \$0.08 TRS surcharge for Fiscal Year 2025/2026. It is further

ORDERED that if no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of the order, this docket shall be closed upon the issuance of a consummating order.

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By ORDER of the Florida Public Service Commission this 18th day of July, 2025.



ADAM J. TEITZMAN
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
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Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on August 8, 2025.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

Florida Telecommunications Relay, Inc.
Fiscal Year 2025/2026 Budget at 8 cents surcharge

| | 2024/2025 APPROVED BUDGET | 2024/2025 ESTIMATED REV & EXPEND | 2025/2026 BUDGET | Estimated to Budget VARIANCE 2024/2025 2025/2026 | Budget to Budget VARIANCE 2024/2025 2025/2026 |
|---|---------------------------------|--|---------------------|---|--|
| OPERATING REVENUE | | | | | |
| 1 Surcharges | 2,349,642 | 2,178,184 | 1,938,584 | (239,600) | (411,058) |
| 2 Interest Income | 1,099,754 | 822,293 | 831,138 | 8,845 | (268,616) |
| TOTAL OPERATING REVENUE | 3,449,396 | 3,000,477 | 2,769,722 | (230,755) | (679,674) |
| OTHER REVENUE/FUNDS | | | | | |
| 3 Reserve Funds | 20,175,809 | 20,288,776 | 20,222,848 | (65,928) | 47,039 |
| TOTAL REVENUE | 23,625,205 | 23,289,253 | 22,992,570 | (296,683) | (632,635) |
| OPERATING EXPENSES | | | | | |
| CATEGORY I - RELAY SERVICES | | | | | |
| 4 DPR Provider | 921,793 | 921,793 | 1,616,085 | 694,292 | 694,292 |
| SUBTOTAL-CATEGORY I | 921,793 | 921,793 | 1,616,085 | 694,292 | 694,292 |
| CATEGORY II - EQUIPMENT & REPAIRS | | | | | |
| 5 TTY/TDD | 0 | 0 | 0 | 0 | 0 |
| 6 Caption Call Equipment | 28,250 | 121,615 | 113,000 | (8,615) | 84,750 |
| 7 VCP Hearing Impaired | 284,697 | 227,996 | 226,803 | (1,193) | (57,894) |
| 8 VCP Speech Impaired | 0 | 0 | 25,600 | 25,600 | 25,600 |
| 9 TeliTalk Speech Aid | 14,925 | 22,100 | 22,100 | 0 | 7,175 |
| 10 In-Line Amplifier | 89,123 | 19,796 | 23,157 | 3,361 | (65,966) |
| 11 ARS Signaling Equip | 270 | 0 | 0 | 0 | (270) |
| 12 VRS Signaling Equip | 10,141 | 34,293 | 34,293 | 0 | 24,152 |
| 13 Accessories & Supplies | 7,500 | 10,455 | 10,500 | 45 | 3,000 |
| 14 Telecomm Equip Repair | 30,248 | 19,055 | 19,856 | 801 | (10,392) |
| SUBTOTAL-CATEGORY II | 465,154 | 455,310 | 475,309 | 19,999 | 10,155 |
| CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING | | | | | |
| 15 Freight-Telecomm Equip | 37,000 | 39,632 | 42,157 | 2,525 | 5,157 |
| 16 Regional Distr Centers | 200,000 | 140,332 | 145,940 | 5,608 | (54,060) |
| 17 Training Expense | 25,000 | 468 | 468 | 0 | (24,532) |
| SUBTOTAL-CATEGORY III | 262,000 | 180,432 | 188,565 | 8,133 | (73,435) |

Florida Telecommunications Relay, Inc.
Fiscal Year 2025/2026 Budget at 8 cents surcharge

| | 2024/2025 APPROVED BUDGET | 2024/2025 ESTIMATED REV & EXPEND | 2025/2026 BUDGET | Estimated to Budget VARIANCE 2024/2025 2025/2026 | Budget to Budget VARIANCE 2024/2025 2025/2026 |
|--|---------------------------------|--|---------------------|---|--|
| CATEGORY IV - OUTREACH | | | | | |
| 18 Outreach Expense | 579,306 | 579,306 | 634,281 | 54,975 | 54,975 |
| SUBTOTAL-CATEGORY IV | 579,306 | 579,306 | 634,281 | 54,975 | 54,975 |
| CATEGORY V - GENERAL & ADMINISTRATIVE | | | | | |
| 19 Advertising | 0 | 0 | 0 | 0 | 0 |
| 20 Accounting/Auditing | 26,833 | 28,534 | 29,950 | 1,416 | 3,117 |
| 21 Legal | 20,000 | 49,061 | 56,652 | 7,591 | 36,652 |
| 22 Computer Consultation | 6,403 | 3,786 | 27,899 | 24,113 | 21,496 |
| 23 Bank Charges | 37,108 | 36,848 | 38,690 | 1,842 | 1,582 |
| 24 Dues & Subscriptions | 2,500 | 5,695 | 5,866 | 171 | 3,366 |
| 25 Office Equipment Purchase | 8,240 | 5,143 | 6,505 | 1,362 | (1,735) |
| 26 Office Equipment Lease | 1,842 | 1,630 | 1,871 | 241 | 29 |
| 27 Insurance-Hlth/Life/Dsblty | 147,544 | 100,871 | 148,831 | 47,960 | 1,287 |
| 28 Insurance-Other | 15,605 | 13,489 | 15,415 | 1,926 | (190) |
| 29 Office Expense | 13,820 | 12,958 | 14,902 | 1,944 | 1,082 |
| 30 Postage | 2,060 | 3,397 | 3,200 | (197) | 1,140 |
| 31 Printing | 750 | 1,628 | 1,000 | (628) | 250 |
| 32 Rent | 94,842 | 94,032 | 95,133 | 1,101 | 291 |
| 33 Utilities | 7,881 | 5,655 | 5,825 | 170 | (2,056) |
| 34 Retirement | 88,469 | 77,711 | 104,312 | 26,601 | 15,843 |
| 35 Employee Compensation | 513,176 | 423,338 | 552,193 | 128,855 | 39,017 |
| 36 Taxes - Payroll | 39,258 | 30,319 | 39,350 | 9,031 | 92 |
| 37 Taxes - Unemplmt Comp | 63 | 63 | 70 | 7 | 7 |
| 38 Taxes - Licenses | 61 | 61 | 61 | 0 | 0 |
| 39 Telephone | 16,750 | 20,887 | 19,520 | (1,367) | 2,770 |
| 40 Travel & Business | 8,000 | 7,865 | 8,500 | 635 | 500 |
| 41 Equipment Maint. | 1,250 | 889 | 1,205 | 316 | (45) |
| 42 Employee Training/Dev | 500 | 0 | 0 | 0 | (500) |
| 43 Meeting & Interpreter Exp | 5,500 | 5,704 | 6,000 | 296 | 500 |
| SUBTOTAL-CATEGORY V | 1,058,455 | 929,564 | 1,182,950 | 253,386 | 124,495 |
| TOTAL EXPENSES | 3,286,708 | 3,066,405 | 4,097,190 | 1,030,785 | 810,482 |
| REVENUE LESS EXPENSES | 20,338,497 | 20,222,848 | 18,895,380 | (1,327,468) | (1,443,117) |
| OPERATING REVENUE LESS EXP. | 162,688 | (65,928) | (1,327,468) | | |

STAFF'S BUDGET COMPARISON

| 2024/2025 APPROVED BUDGET | 2024/2025 FTRI ESTIMATED | 2024/2025 FPSC STAFF ESTIMATED | 2025/2026 FTRI AMENDED BUDGET | 2025/2026 FPSC APPROVED BUDGET |
|---------------------------------|--------------------------------|--------------------------------------|--|---|
|---------------------------------|--------------------------------|--------------------------------------|--|---|

REVENUE

| | | | | | |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Surcharge | 2,349,642 | 2,178,184 | 2,178,184 | 1,938,584 | 1,938,584 |
| Interest | 1,099,754 | 822,293 | 822,293 | 831,138 | 831,138 |
| TOTAL OPERATING REVENUE | 3,449,396 | 3,000,477 | 3,000,477 | 2,769,722 | 2,769,722 |
| Surplus Account | 20,175,809 | 20,288,776 | 20,288,776 | 20,222,848 | 20,222,848 |
| TOTAL REVENUE | 23,625,205 | 23,289,253 | 23,289,253 | 22,992,570 | 22,992,570 |

OPERATING EXPENSES

| CATEGORY I - RELAY SERVICES | | | | | |
|------------------------------------|----------------|----------------|----------------|------------------|------------------|
| DPR Provider | 921,793 | 921,793 | 997,748 | 1,616,085 | 1,206,289 |
| SUBTOTAL CATEGORY I | 921,793 | 921,793 | 997,748 | 1,616,085 | 1,206,289 |

| CATEGORY II - EQUIPMENT & REPAIRS | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|
| TDD Equipment | 0 | 0 | 0 | 0 | 0 |
| Large Print TDD | 0 | 0 | 0 | 0 | 0 |
| VCO/HCO-TDD | 0 | 0 | 0 | 0 | 0 |
| VCO-Telephone | 0 | 0 | 0 | 0 | 0 |
| Dual Sensory Equipment | 0 | 0 | 0 | 0 | 0 |
| Caption Call Equipment | 28,250 | 121,615 | 94,353 | 113,000 | 113,000 |
| VCP Hearing Impaired | 284,697 | 227,996 | 222,203 | 226,803 | 226,803 |
| VCP Speech Impaired | 0 | 0 | 0 | 27,600 | 27,600 |
| TeliTalk Speech Aid | 14,925 | 22,100 | 29,467 | 22,100 | 22,100 |
| In Line Amplifier | 89,123 | 19,796 | 20,285 | 23,157 | 23,157 |
| ARS-Signaling Equipment | 270 | 0 | 0 | 0 | 0 |
| VRS-Signaling Equipment | 10,141 | 34,293 | 39,336 | 34,293 | 34,293 |
| Equipment Accessories/Supplies | 7,500 | 10,455 | 13,940 | 10,500 | 10,500 |
| Telecom Equipment Repair | 30,248 | 19,055 | 14,188 | 19,856 | 19,856 |
| SUBTOTAL CAT II | 465,154 | 455,310 | 433,772 | 477,309 | 477,309 |

| CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING | | | | | |
|---|----------------|----------------|----------------|----------------|----------------|
| Freight - Telecomm Equipment | 37,000 | 39,632 | 35,709 | 42,157 | 42,157 |
| Regional Distribution Centers | 200,000 | 140,332 | 116,695 | 145,940 | 145,940 |
| Training Expense for RDCs | 25,000 | 468 | 624 | 468 | 468 |
| SUBTOTAL CAT III | 262,000 | 180,432 | 153,028 | 188,565 | 188,565 |

| CATEGORY IV - OUTREACH | | | | | |
|-------------------------------|----------------|----------------|----------------|----------------|----------------|
| Outreach Expense | 579,306 | 579,306 | 539,940 | 634,281 | 634,281 |
| SUBTOTAL CAT IV | 579,306 | 579,306 | 539,940 | 634,281 | 634,281 |

STAFF'S BUDGET COMPARISON

| 2024/2025 APPROVED BUDGET | 2024/2025 FTRI ESTIMATED | 2024/2025 FPSC STAFF ESTIMATED | 2025/2026 FTRI AMENDED BUDGET | 2025/2026 FPSC APPROVED BUDGET |
|---------------------------------|--------------------------------|--------------------------------------|--|---|
|---------------------------------|--------------------------------|--------------------------------------|--|---|

| CATEGORY V - GENERAL AND ADMINISTRATIVE | | | | | |
|---|------------------|----------------|----------------|------------------|------------------|
| Advertising | 0 | 0 | 0 | 0 | 0 |
| Accounting/Audit | 26,833 | 28,534 | 36,272 | 29,950 | 29,950 |
| Legal | 20,000 | 49,061 | 53,132 | 56,652 | 33,991 |
| Consultation-Computer | 6,403 | 3,786 | 5,473 | 27,899 | 27,899 |
| Bank Charges | 37,108 | 36,848 | 37,292 | 38,690 | 38,690 |
| Dues/Subscriptions | 2,500 | 5,695 | 5,137 | 5,866 | 5,866 |
| Office Equipment Purchase | 8,240 | 5,143 | 10,920 | 6,505 | 6,505 |
| Office Equipment Lease | 1,842 | 1,630 | 1,451 | 1,871 | 1,871 |
| Insurance -Health/Life/Disability | 147,544 | 100,871 | 97,201 | 148,831 | 148,831 |
| Insurance-Other | 15,605 | 13,489 | 13,181 | 15,415 | 15,415 |
| Office Expense | 13,820 | 12,958 | 12,915 | 14,902 | 14,902 |
| Postage | 2,060 | 3,397 | 3,536 | 3,200 | 3,200 |
| Printing | 750 | 1,628 | 1,555 | 1,000 | 1,000 |
| Rent | 94,842 | 94,032 | 94,164 | 95,133 | 95,133 |
| Utilities | 7,881 | 5,655 | 5,713 | 5,825 | 5,825 |
| Retirement | 88,469 | 77,711 | 74,161 | 104,312 | 104,312 |
| Employee Compensation | 513,176 | 423,338 | 420,300 | 552,193 | 552,193 |
| Taxes - Payroll | 39,258 | 30,319 | 31,547 | 39,350 | 39,350 |
| Taxes - Unemployment Comp | 63 | 63 | 75 | 70 | 70 |
| Taxes - Licenses | 61 | 61 | 81 | 61 | 61 |
| Telephone | 16,750 | 20,887 | 21,239 | 19,520 | 19,520 |
| Travel & Business Expense | 8,000 | 7,865 | 9,723 | 8,500 | 8,500 |
| Equipment Maintenance | 1,250 | 889 | 1,144 | 1,205 | 1,205 |
| Employee Training | 500 | 0 | 0 | 0 | 0 |
| Meeting & Interpreter Expense | 5,500 | 5,704 | 6,724 | 6,000 | 6,000 |
| SUBTOTAL CAT V | 1,058,455 | 929,564 | 942,936 | 1,182,950 | 1,160,289 |

| | | | | | |
|-------------------------------|------------------|------------------|------------------|------------------|------------------|
| TOTAL EXPENSES | 3,286,708 | 3,066,405 | 3,067,424 | 4,099,190 | 3,666,733 |
| REVENUES LESS EXPENSES | 162,688 | 5,928 | 6,947 | 1,329,468 | -897,011 |