

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed amendment of Rule 25-4.150,
F.A.C., The Administrator; and Rule 25-4.160,
F.A.C., Operation of Telecommunications
Relay Service.

DOCKET NO. 20250097-TP
ORDER NO. PSC-2025-0374-NOR-TP
ISSUED: October 13, 2025

The following Commissioners participated in the disposition of this matter:

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

NOTICE OF PROPOSED RULES

BY THE COMMISSION:

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has proposed the amendment of Rule 25-4.150, Florida Administrative Code (F.A.C.), The Administrator, and Rule 25-4.160, F.A.C., Operation of Telecommunications Relay Service.

The attached Notice of Proposed Rules appeared in the October 13, 2025, edition (Vol. 51, Number 199) of the Florida Administrative Register.

If timely requested, a hearing will be held at a time and place to be announced in a future notice.

Requests for hearing on the proposed rules, information regarding the statement of estimated regulatory costs, or proposals for a lower cost regulatory alternative must be provided in writing and received by the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard., Tallahassee, FL 32399-0862, no later than November 3, 2025.

By ORDER of the Florida Public Service Commission this 13th day of October, 2025.



ADAM J. TEITZMAN
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
www.floridapsc.com

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 Proposed Rule

PUBLIC SERVICE COMMISSION

RULE NOS.: RULE TITLES:

25-4.150 The Administrator

25-4.160 Operation of Telecommunications Relay Service

PURPOSE AND EFFECT: To update the rules to implement the statutory changes enacted during the 2025 Legislative session.

Docket No.: 20250097-TP

SUMMARY: For Rule 25-4.150, F.A.C., subsection (5) is added to address the Commission's new statutory obligation to set eligibility requirements for "specialized communications devices." For Rule 25-4.160, F.A.C., subsection (1) is deleted as it references a practice that no longer exists. The other amendments renumber the rules, reflect the new statutory references, and clarify the rules.

SUMMARY OF STATEMENT OF ESTIMATED REGULATORY COSTS AND
LEGISLATIVE RATIFICATION:

The Agency has determined that this will not have an adverse impact on small business or likely increase directly or indirectly regulatory costs in excess of \$200,000 in the aggregate within one year after the implementation of the rule. A SERC has been prepared by the Agency.

The SERC examined the factors required by Section 120.541(2), FS, and concluded that the amendments will not have an adverse impact on economic growth, business competitiveness, or small business and that there would likely be transactional cost savings to the individual and entities, including government entities, required to comply with the rule.

The Agency has determined that the proposed rule is not expected to require legislative ratification based on the statement of estimated regulatory costs or if no SERC is required, the information expressly relied upon and described herein: based upon the information contained in the SERC.

Any person who wishes to provide information regarding a statement of estimated regulatory costs, or provide a proposal for a lower cost regulatory alternative must do so in writing within 21 days of this notice.

RULEMAKING AUTHORITY: 427.704(7) & (8), F.S.

LAW IMPLEMENTED: 427.702, 427.703, 427.704, 427.705, 427.706 F.S.

IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE SCHEDULED AND ANNOUNCED IN THE FAR.

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE IS: Susan Sapoznikoff, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850)413-6630, Susan.Sapoznikoff@psc.state.fl.us.

THE FULL TEXT OF THE PROPOSED RULE IS:

25-4.150 The Administrator.

(1) The Administrator is defined by Section 427.703(1), F.S. a corporation not for profit incorporated pursuant to the provisions of Chapter 617, F.S., and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the

distribution of specialized telecommunications devices pursuant to the provisions of Part II of Chapter 427, F.S., and rules and regulations adopted by the Commission.

(2) For the purposes of implementing Section 427.704(2), F.S., Part II of Chapter 427, F.S., the Commission designates Florida Telecommunications Relay, Inc. is designated as the Administrator, identified in Section 427.704(2), F.S. The Administrator's offices are located at 1820 East Park Avenue, Suite 101, Tallahassee, FL 32301, telephone number 1(800)222-3448.

(3) through (4) No change

(5) The Administrator shall verify customer eligibility for the distribution of specialized communications technology as defined in Section 427.703(17), F.S. To be eligible to receive specialized communications technology, the customer must show proof of income less than 250 percent of the federal poverty level, or participation in the Supplemental Nutrition Assistance Program, Medicaid, Supplemental Security Income, or Section 8 Housing Choice Voucher Program, or who receive either a Veterans Pension or Survivors Pension from the Department of Veterans Affairs.

Rulemaking Authority 427.704(7)(8) FS. Law Implemented 427.703(1)(8), 427.705(1) FS. History—New 2-25-92, Amended 9-16-92, _____.

25-4.160 Operation of Telecommunications Relay Service.

(1) For intrastate toll calls received from the relay service, each local exchange and interexchange telecommunications company billing relay calls shall discount relay service calls by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both deaf or hard of hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge. In the case of a tariff which includes either a discount based on number of minutes or the purchase of minutes in blocks, the discount shall be calculated by discounting the minutes of relay use before the tariffed rate is applied.

(1)(2) No change.

(2)(3) To fund the telecommunications access system established under Part II of Chapter 427, F.S., all local exchange telecommunications companies shall impose a monthly surcharge on all local exchange telecommunications company subscribers, excluding federal, state, and county agencies, on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered.

(a) through (c) No change.

(3)(4) For purposes of this part, the term "local exchange telecommunications company" shall be defined in Section 427.703(12)(7), F.S. The term shall include shared tenant service providers and competitive local exchange companies.

Rulemaking Authority 350.127(2), 427.704(7)(8) FS. Law Implemented 427.704(4), (5) FS. History—New 9-16-92, Amended 4-8-98, 5-22-12, _____.

NAME OF PERSON ORIGINATING PROPOSED RULE: Cayce Hinton.

NAME OF AGENCY HEAD WHO APPROVED THE PROPOSED RULE: Florida Public Service Commission

DATE PROPOSED RULE APPROVED BY AGENCY HEAD: October 7, 2025

ORDER NO. PSC-2025-0374-NOR-TP

DOCKET NO. 20250097-TP

PAGE 5

DATE NOTICE OF PROPOSED RULE DEVELOPMENT PUBLISHED IN FAR: Volume 51,
Number 147 [July 30, 2025].