

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: April 24, 2008

TO: Office of Commission Clerk (Cole)

FROM: Division of Competitive Markets & Enforcement (Moses, Casey)
Office of the General Counsel (Tan)

RE: Docket No. 040763-TP – Request for submission of proposals for relay service, beginning in June 2005, for the hearing and speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

AGENDA: 05/06/08 – Regular Agenda – Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Edgar

CRITICAL DATES: None

SPECIAL INSTRUCTIONS: Anticipate the need for sign language interpreters and assisted listening devices. Place near the beginning of the agenda or at a time certain to reduce interpreter costs.

FILE NAME AND LOCATION: S:\PSC\CMP\WP\040763.RCM.DOC

Case Background

The Florida Relay System (FRS) provides hearing impaired persons access to basic telecommunications services by using a specialized communications assistance operator (CA) that relays information between the hearing impaired person and the other party of the call. The primary function of the FRS is accomplished by the hearing impaired person using a Telecommunications Device for the Deaf (TDD) which has a keyboard and screen. The person using the TDD types a message to the CA who in turn voices the message to the other party. The

reverse of this process completes messages to the hearing impaired person. This is how the term “relay” originated.

The Telecommunications Access System Act of 1991 (TASA) established a statewide telecommunications relay system and became effective May 24, 1991. It is authorized under Chapter 427, Florida Statutes. Section 427.701(1), Florida Statutes, provides that the Florida Public Service Commission (FPSC or 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 hearing impaired or speech impaired, or others who communicate with them. This system provides telecommunications service for hearing impaired persons functionally equivalent to the service provided to hearing persons. TASA provides funding for the distribution of specialized telecommunications devices and provision of intrastate relay service through the imposition of a surcharge of up to \$0.25 per landline access line per month. Accounts with over 25 access lines are billed for only 25 lines. According to the Florida Coordinating Council for the Deaf and Hard of Hearing 2007 Report to the Governor, Legislature, and Supreme Court of Florida, there are nearly three million deaf and hard of hearing persons in Florida.

Florida Telecommunications Relay, Inc. (FTRI), a non-profit corporation formed by the local exchange telephone companies (LEC), was named by the FPSC to serve as the TASA administrator. On July 1, 1991, the LECs began collecting an initial \$.05 per access line surcharge pursuant to Order No. 24581. Since that time, the surcharge has changed to reflect the budgetary needs and is currently \$0.11.

Section 427.706, Florida Statutes, provides for up to 10 members on an advisory committee to assist the FPSC with the implementation of the Florida relay system. Two members of the advisory committee have recently resigned and two replacements are being recommended. The purpose of this recommendation is to address FTRI’s 2008-2009 proposed budget and appoint replacement committee members for those who have resigned.

The Commission is vested with jurisdiction over these matters pursuant to Chapter 427, Florida Statutes.

Discussion of Issues

Issue 1: Should the Commission approve FTRI’s proposed budget as outlined in Attachment A for the fiscal year 2008-2009, effective July 1, 2008, and should the Commission maintain the current Telecommunications Relay Service (TRS) surcharge of \$0.11 per month?

Recommendation: Staff recommends that the Commission approve FTRI’s proposed budget as outlined in Attachment A for the fiscal year 2008-2009, effective July 1, 2008, and recommends that the TRS surcharge be maintained at \$0.11 per month for the fiscal year 2008-2009, effective July 1, 2008. Staff also recommends that the Commission order the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers to continue to bill the \$0.11 surcharge for the fiscal year 2008-2009, effective July 1, 2008. (Moses, Casey)

Staff Analysis: As shown in Table A, the trend for minutes of use for traditional TRS has been declining. It is projected that the traditional TRS minutes will continue to decline at a rate of approximately three percent per month in 2008-2009. Traditional relay users are transitioning to the more efficient technologies of IP Relay,¹ Video Relay Service² (VRS), CapTel captioning service, and Blackberry or Palm wireless devices.

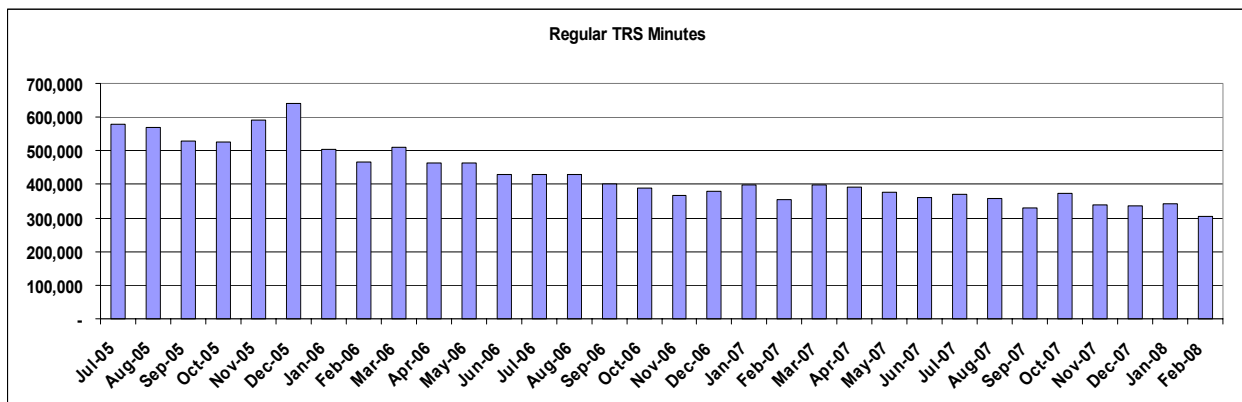


Table A – Florida Traditional TRS Minutes July 2005 – February 2008

¹ IP Relay allows people who have difficulty hearing or speaking to communicate through an Internet connection using a computer and the Internet, rather than a TTY and a telephone.

² Video Relay Service is a form of Telecommunications Relay Service that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator so that the VRS user and the operator can see and communicate with each other in signed conversation. Because the conversation between the VRS user and the operator flows much more quickly than with a text-based TRS call, VRS has become a popular form of TRS.

VRS and IP Relay

The relay users who use IP Relay and VRS are presently having their relay minutes of use paid through the interstate TRS fund. However, the Federal Communications Commission (FCC) has stated that this arrangement is only temporary. The FCC believes Title IV of the Americans with Disabilities Act³ and its legislative history make it clear that Congress intended that the states be responsible for the cost recovery for intrastate relay services provided under their jurisdiction.⁴

In November of 2007, the FCC reiterated its goal of allocating VRS and IP Relay costs by intrastate and interstate to have states assume the cost of VRS and IP Relay. In FCC 07-186,⁵ the FCC stated that Section 225 of the Telecommunications Act provides that the costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, and the costs caused by the provision of intrastate TRS shall be recovered from the intrastate jurisdiction. In footnote 15 of that Order, the FCC noted, "The issue of separation of costs relating to the provision of IP Relay and VRS is pending pursuant to the FNPRM in the 2004 TRS Report & Order."

Presently, there are no means available to automatically determine the geographic location of IP Relay and VRS calls; therefore, there is no way to determine if a particular IP Relay or VRS call is interstate or intrastate. The FCC is examining ways to determine whether these calls are interstate or intrastate, and will eventually transfer the cost burden of intrastate IP Relay and VRS calls to the states.

Presently the VRS compensation rate is \$6.77 per minute for the first 50,000 minutes per month, \$6.50 per minute for 50,001 minutes to 500,000 minutes per month, and \$6.30 per minute over 500,000 minutes per month. For the last six months of 2007, Florida averaged 280,591 VRS terminating minutes per month. Using the last intrastate/interstate relay cost allocation used by the FCC for the two-line CapTel phone as an estimate, states would be responsible for 89% of the VRS costs or approximately \$19,640,628 per year for Florida. Both intrastate and interstate VRS costs are presently being paid from the federal TRS Fund.

The IP Relay compensation rate is currently \$1.293 per minute, compared to the traditional TRS compensation rate of \$0.75 per minute. For the last six months of 2007, Florida averaged 321,780 IP Relay terminating minutes per month. Using the last FCC intrastate/interstate relay cost allocation as an estimate, states would be responsible for 89% of the IP Relay costs or approximately \$4,443,534 per year for Florida. Both intrastate and interstate IP Relay costs are also presently being paid from the federal TRS Fund.

³ Title IV of the Americans with Disabilities Act requires that interstate and intrastate telecommunications relay services are available, to the extent possible and in the most efficient manner, to hearing-impaired and speech-impaired individuals in the United States.

⁴ Federal Communications Commission Report and Order, Order on Reconsideration, and Further Notice of Proposed Rule Making in CG Docket No. 03-123, released on June 30, 2004, FCC 04-137.

⁵ In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123, FCC 07-186, Released November 19, 2007.

The FCC has not formally opined on the time frame when the IP Relay and VRS costs will shift to the states or what the intrastate/interstate cost allocation will be, but when it does happen, additional funding through statutory changes may have to be pursued because of the statutory cap of \$0.25 per access line for TRS in Florida. Staff estimates that the total monthly responsibility of intrastate IP Relay and Video Relay costs would be approximately \$2,007,013 per month or \$24,084,162 annually.

The \$24,084,162 additional IP Relay and VRS costs could increase the budget for Florida TRS to over \$36 million and likely exceed the current \$0.25 cap per access line allowed by statute. If this happens, a legislative change may be necessary to either increase the present TRS cap or have all carriers such as wireless and VoIP providers charge the surcharge rather than just landline carriers. Another alternative is to have the FCC fund the entire relay program. The timeline for a legislative change may impair the stability of the Florida TRS fund. To keep the Florida legislature advised as to the FCC proposal for states to absorb the costs of intrastate VRS and IP Relay costs, the last two Commission annual Relay Reports to the President of the Senate and the Speaker of the House of Representatives have included information and updates on the FCC proposal.

In order to minimize the impact of this change on the Florida TRS Fund, the Commission took action in the 2006-2007 FTRI budget year by maintaining a \$0.15 per month TRS surcharge to create a reserve to handle the initial costs of the intrastate VRS and IP Relay cost burden.⁶ It is estimated that this will provide a reserve in the Florida TRS fund of \$17,558,856 by the end of the current fiscal year in June 2008. Interest earned on this amount should increase the reserve amount enough to accommodate the initial intrastate VRS and IP Relay costs should the FCC make a decision in the next fiscal year.

CapTel Service

CapTel service, which is a telephone that provides captioning of the incoming call for a hearing impaired person, has had its minutes of use steadily increase over the past year. It is projected that the CapTel minutes of use will continue to increase at a rate of approximately three percent per month in 2008-2009. The CapTel cost as approved in the current Sprint Relay contract is \$1.37 per minute. Table D shows the historical CapTel minutes of use from July 2005 through February 2008.

⁶ Docket No. 040763-TP, Order PSC-06-0469-PAA-TP, issued June 1, 2006.

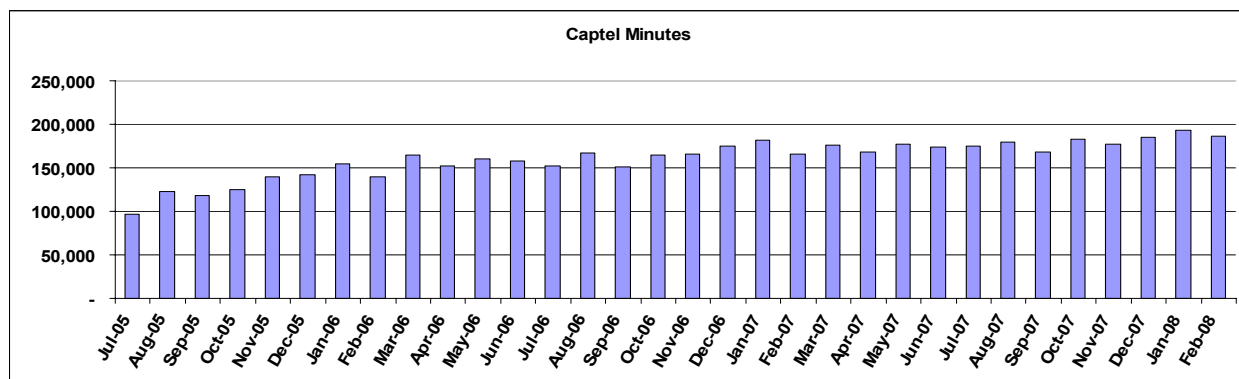


Table B – CapTel minutes of use July 2005 – February 2008

FTRI Budget

The FTRI 2008-2009 fiscal-year budget was reviewed and approved by the FTRI Board of Directors⁷ on March 24, 2008, prior to the filing of its budget with the FPSC. The proposed budget includes an increase of approximately \$1.6 million from the 2007-2008 budget year. However, FTRI believes that the TRS surcharge can remain at \$0.11 per access line for the 2008-2009 fiscal year. The three major increases in the budget are for voice amplified telephones (\$769,037), relay provider services (\$598,573), and outreach expenses (\$176,998).

The increases for voice amplified telephones and outreach expenses are a result of FTRI’s commitment to increase its new clients during the next fiscal year. FTRI plans to add three new regional TRS equipment distribution centers for Florida consumers during the 2008-2009 fiscal year. The start-up inventory for these three new distribution centers and resulting increase in new clients as a result of outreach efforts will increase the demand for voice amplified telephones.

Estimated minutes of use of traditional relay service (\$0.75/minute) for the 2008-2009 fiscal year show a decrease of approximately three percent per month while the estimated minutes of use of CapTel captioning service (\$1.37/minute) show an increase of approximately three percent per month. The difference in the costs of the two services account for the estimated \$598,573 increase in relay provider services for the 2008-2009 budget year.

After analysis of the proposed budget, staff believes FTRI should have sufficient funds for its 2008-2009 fiscal-year budget and will have ample monies in the reserve account to address the initial cost of implementing VRS and IP Relay when that mandate occurs. Therefore, staff believes that the surcharge should be maintained at \$0.11 per month to cover the FTRI 2008-2009 budget. A comparison of the FTRI 2007-2008 approved budget and the FTRI 2008-2009 proposed budget is shown below.

⁷ Tom McCabe - President, Mike Griffis - Vice President, Cecil Bradley - Treasurer, Doc Horton - Legal Counsel, James Forstall - Executive Director, Stan Greer, Demetria Clark, Harvey Spears, James White

<u>FTRI Budget</u>		
	<u>2008-2009</u>	<u>2007-2008</u>
Operating Revenue:		
Surcharges	\$11,574,081	\$12,391,546
Interest Income	<u>653,587</u>	<u>831,416</u>
Total Operating Revenue	\$12,227,668	\$13,222,962
Other Revenue Funds:		
Reserve Account	<u>\$17,258,366</u>	<u>\$16,497,597</u>
Total Revenue	\$29,486,034	\$29,720,559
Operating Expenses:		
Relay Provider Services	\$ 6,521,004	\$ 5,922,431
Equipment and Repairs	2,630,306	1,837,664
Equipment Distribution And Training	1,289,299	1,304,991
Outreach	956,542	779,544
General & Administrative	<u>1,396,389</u>	<u>1,378,906</u>
Total Expenses	\$12,793,540	\$ 11,223,536
Revenue less Expenses	\$16,692,494	\$ 18,497,023

Conclusion:

Staff has reviewed FTRI's 2008-2009 fiscal year budget request and believes it is reasonable. Staff also believes the Commission's actions to minimize the impact of funding the intrastate costs of VRS and IP Relay have provided sufficient reserve in the TRS Fund to allow enough time for legislators to make any necessary changes which may be needed to the TRS statute. The current TRS surcharge of \$0.11 should meet FTRI's budget needs for the 2008-2009 fiscal year. Therefore, staff recommends that the TRS surcharge be maintained at \$0.11 per month for the fiscal year 2008-2009, effective July 1, 2008. Staff also recommends that the Commission order the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers to continue to bill the \$0.11 surcharge for the fiscal year 2008-2009, effective July 1, 2008.

Issue 2: Should the Commission approve Ms. Kim Schur and Mr. Richard Herring as Advisory Committee members to replace Mr. Rick Kottler and Ms. Kathy Borzell effective immediately?

Recommendation: Yes, the Commission should approve Ms. Kim Schur and Mr. Richard Herring as Advisory Committee members to replace Mr. Rick Kottler and Ms. Kathy Borzell effective immediately. (Moses, Casey)

Staff Analysis: Section 427.706, Florida Statutes, provides for up to 10 members on an advisory committee that assists the Commission with the implementation of the relay system. Section 427.706(1)(b), Florida Statutes, requires, to the extent practicable, one hearing-impaired person recommended by the Self-Help for the Hard of Hearing (now known as the Hearing Loss Association of Florida) be included as a member of the advisory committee. Ms. Kathy Borzell has served in the position for many years, but has submitted her resignation. As shown in Attachment B, the Hearing Loss Association of Florida has nominated Mr. Richard Herring to replace Ms. Borzell on the advisory committee. Mr. Herring has worked as the New Jersey division director of the Division of the Deaf and Hard of Hearing in the Department of Human Services, and also was the chairman of the New Jersey Relay Advisory Board. Staff believes Mr. Herring would be a valuable addition to the advisory committee.

Section 427.706(1)(f), Florida Statutes, requires that one person with experience in providing relay services recommended by the Deaf Service Center Association be included on the Advisory Committee. Mr. Rick Kottler has served in this position but has resigned because of other commitments. As shown in Attachment C, the Deaf Service Center Association has nominated Ms. Kim Schur to take Mr. Kottler's position on the committee. Ms. Schur is the Director of the League for the Hard of Hearing-Florida in Ft. Lauderdale. Her knowledge and experience should be very beneficial as a member of the Advisory Committee.

Staff supports these nominations and recommends that the Commission should approve Ms. Kim Schur and Mr. Richard Herring as Advisory Committee members to replace Mr. Rick Kottler and Ms. Kathy Borzell effective immediately.

Docket No. 040763-TP

Date: April 24, 2008

Issue 3: Should this docket be closed?

Recommendation: No, this docket should not be closed. (Tan)

Staff Analysis: This docket should remain open for the duration of the contract period with Sprint as the relay provider. This docket is used to monitor relay and contract issues that arise during the contract term.



1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301
Voice: 800-222-3448
TTY: 888-447-5820
Business: 888-292-1950
Fax: 850-656-6099
www.ftri.org

March 26, 2008

Mr. Rick Moses, Chief of Quality Service
Division of Competitive Markets and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0866

RE: FTRI FY 2008 / 2009 Budget

Dear Mr. Moses:

I am pleased to forward a copy of the FY 2008 / 2009 budget that was recently approved by the Florida Telecommunications Relay, Inc. (FTRI) Board of Directors. This budget was reviewed by our Budget Committee and the Board and was adopted by the Board on March 24, 2008.

The budget as approved by the Board projects total revenues at the current surcharge level of \$.11 to be \$12,227,668 and total expenses to be \$12,793,540. The difference will be transferred from the surplus account, which should be approximately \$17,558,856 at the end of the current fiscal year. Although a surcharge of \$.11 would produce a shortfall in meeting FTRI's operating expenses, we have not proposed to revise the surcharge because we believe there's sufficient funds in the surplus account to offset the difference.

As of February 2008, FTRI has over 395,000 individuals in the client database. It is evident that FTRI and its regional partners are reaching out to meet the telecommunications access needs of residents who are deaf, hard of hearing, deaf/blind, or speech impaired. Outreach continues to be a large part of our efforts and we are planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida by creating awareness and telephone independence.

Should you have questions or desire additional information, please do not hesitate to email me at jforstall@ftri.org.

Sincerely,

A handwritten signature in black ink, appearing to read "James Forstall", is written over a printed name and title.

James Forstall
Executive Director

Enclosure

cc: FTRI Board of Directors

Florida Telecommunications Relay, Inc.
 Fiscal Year 2008-2009 Budget

	2007-2008 APPROVED BUDGET	2007-2008 ESTIMATED REV & EXPEND	2008-2009 PROPOSED BUDGET	VARIANCE 2007-2008 BDGT 2008-2009 BDGT
OPERATING REVENUE				
1 Surcharges	12,391,546	12,041,283	11,574,081	(817,465)
2 Interest Income	831,416	637,507	653,587	(177,829)
3 Service/Other	0	0	0	0
TOTAL OPERATING REV	13,222,962	12,678,790	12,227,668	(995,294)
OTHER REVENUE/FUNDS				
4 Surplus Account	16,497,597	17,558,856	17,258,366	760,769
TOTAL REVENUE	29,720,559	30,237,646	29,486,034	(234,525)
OPERATING EXPENSES				
CATEGORY I - RELAY SERVICES				
5 DPR Provider	5,922,431	6,108,684	6,521,004	598,573
SUBTOTAL-CATEGORY I	5,922,431	6,108,684	6,521,004	598,573
CATEGORY II - EQUIPMENT & REPAIRS				
6 TDD Equipment	58,800	94,860	25,305	(33,495)
7 Large Print TDD's	0	0	2,520	2,520
8 VCO/HCO - TDD	18,000	0	22,320	4,320
9 VCO Telephone	4,430	5,537	25,093	20,663
10 Dual Sensory Equipment	0	0	0	0
11 CapTel Phone Equipment	105,060	102,930	107,190	2,130
12 VCP Hearing Impaired	1,333,932	1,485,407	2,102,969	769,037
13 VCP Speech Impaired	15,376	14,825	36,027	20,651
14 TeliTalk Speech Aid	60,000	72,451	54,000	(6,000)
15 Jupiter Speaker phone	15,330	4,830	14,490	(840)
16 In-Line Amplifier	1,680	3,579	3,305	1,625
17 ARS Signaling Equip	104,536	73,101	96,736	(7,800)
18 VRS Signaling Equip	47,675	48,552	60,223	12,548
19 TRS Signaling Equip	0	0	0	0
20 Telecomm Equip Repair	72,845	72,844	80,128	7,283
SUBTOTAL-CATEGORY II	1,837,664	1,978,916	2,630,306	792,642
CATEGORY III - EQUIPMENT DISTRIBUTION & TRAINING				
21 Freight-Telecomm Equip	41,966	30,246	38,711	(3,255)
22 Regional Distr Centers	1,194,173	903,187	1,240,588	46,415
23 Workshop Expense	68,852	57,376	10,000	(58,852)
24 Training Expense	0	0	0	0
SUBTOTAL-CATEGORY III	1,304,991	990,809	1,289,299	(15,692)

Florida Telecommunications Relay, Inc.
 Fiscal Year 2008-2009 Budget

	2007-2008 APPROVED BUDGET	2007-2008 ESTIMATED REV & EXPEND	2008-2009 PROPOSED BUDGET	VARIANCE 2007-2008 BDGT 2008-2009 BDGT
CATEGORY IV - OUTREACH				
25 Outreach Expense	779,544	689,738	956,542	176,998
SUBTOTAL-CATEGORY IV	779,544	689,738	956,542	176,998
CATEGORY V - GENERAL & ADMINISTRATIVE				
26 Advertising	3,792	10,323	5,728	1,936
27 Accounting/Auditing	17,067	29,808	24,076	7,009
28 Legal	72,000	72,000	72,000	0
29 Computer Consultation	42,580	15,551	42,580	0
30 Bank Charges	1,669	2,036	2,089	420
31 Dues & Subscriptions	3,485	3,415	3,504	19
32 Office Furniture Purchase	2,788	2,784	3,700	912
32A Less: Capitalized Portion	0	0	0	0
33 Office Equipment Purchase	11,860	10,834	11,428	(432)
33A Less: Capitalized Portion	0	0	0	0
34 Depreciation	0	0	0	0
35 Office Equipment Lease	3,470	3,470	3,470	0
36 Insurance-Hlth/Life/Dsbly	275,698	217,281	217,148	(58,550)
37 Insurance-Other	5,336	4,953	4,722	(614)
38 Office Expense	25,919	22,716	23,623	(2,296)
39 Postage	21,674	19,207	19,816	(1,858)
40 Printing	3,768	3,908	5,248	1,480
41 Rent	91,084	90,978	93,698	2,614
42 Utilities	12,660	12,721	13,052	392
43 Retirement	73,385	57,609	69,061	(4,324)
44 Employee Compensation	541,184	484,225	590,269	49,085
45 Temporary Employment	39,032	31,884	53,956	14,924
46 Taxes - Payroll	41,401	37,043	45,156	3,755
47 Taxes - Unemplmt Comp	4,096	3,696	4,096	0
48 Taxes - Licenses	61	61	63	2
49 Telephone	28,731	29,531	32,168	3,437
50 Travel & Business	28,293	31,619	32,448	4,155
51 Equipment Maint.	7,081	3,732	3,835	(3,246)
52 Employee Training/Dev	15,760	9,825	14,660	(1,100)
53 Meeting Expense	5,032	3,115	4,795	(237)
54 Miscellaneous Expense	0	0	0	0
SUBTOTAL-CATEGORY V	1,378,906	1,214,325	1,396,389	17,483
TOTAL EXPENSES	11,223,536	10,982,472	12,793,540	1,570,004
REVENUE LESS EXPENSES	18,497,023	19,255,174	16,692,494	(1,804,529)



Robert J. Casey
Public Utilities Supervisor
Florida Public Service Commission
2350 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
April 4, 2008

Re: Appointment to Public Service Commission

Dear Mr. Casey,

On behalf of the Hearing Loss Association of Florida Board of Trustees, it is my pleasure to appoint Richard Herring as our representative to the TASA Committee. He will be replacing Kathy Borzell, who has served on this committee faithfully for many years.

The Public Service Commission has been very supportive in the needs of people in Florida who have hearing loss. Mr. Herring will be a valuable asset to your committee as well as an effective representative of the Hearing Loss Association of Florida.

Mr. Herring's contact information is:

Richard Herring
1317 Caloosa Lake Court
Sun City, Florida 33573-4869
813-642-0558 (TTY)
813-633-3258 (FAX)
rhmann@tampabay.rr.com

If there are any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Lynn Rousseau".

Lynn Rousseau, President
Hearing Loss Association of Florida
HLAFlorida@aol.com

cc/Richard Herring



March 28, 2008

Mr. Rick Moses
Public Service Commission
Division of Competitive Markets and Enforcement
TASA Advisory Committee
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-6408

Dear Rick:

Please let this letter serve as notification that effective April 1, Rick Kottler will no longer be the TASA representative for the Deaf Service Center Association of Florida.

Taking Mr. Kottler's seat on the committee will be Kim Schur. Kim is the Director of the League for the Hard of Hearing in Ft. Lauderdale. Her contact information is as follows:

Kim Schur, MS CCC-A, Director
League for the Hard of Hearing-Florida
2800 W. Oakland Park Blvd., Suite 306
Oakland Park, FL 33311-1361
954-731-7200 V/TTY
954-485-6336 FAX
kschur@lhh.org
www.lhh.org

Please contact her with details of the upcoming April TASA Committee meeting.

Thank you for making this change.

Sincerely,

A handwritten signature in black ink, appearing to read "Julie Church".

Julie Church
President

Cc: Rick Kottler
Kim Schur