

ANNUAL REPORT
TO THE LEGISLATURE
ON THE STATUS OF THE

Telecommunications Access System Act

A PUBLICATION OF THE
FLORIDA PUBLIC SERVICE COMMISSION'S
DIVISION OF COMMUNICATIONS

DECEMBER 1997

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Status of Implementation of the

TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991

I. TERMS AND ACRONYMS

Several terms and organizations are referenced throughout this report. To assist in reading the report, the following explanation of terms is provided.

ADMINISTRATOR - A nonprofit corporation [427.704(2), F.S.] created by the local exchange telephone companies pursuant to Commission Order No. 24462 dated May 1, 1991. That nonprofit corporation has been formed and is known as Florida Telecommunications Relay, Inc. (FTRI).

The Administrator has three basic roles: one is to collect the surcharge revenues from the local exchange telephone companies and pay the relay service Provider [427.705(1)(d)&(g), F.S.], another is to distribute and maintain the specialized telecommunications devices [427.705(1)(a), F.S.] and the third is to provide community outreach and training on use of the relay service and specialized telecommunications devices [427.705(1)(a)-(b), F.S.] The FTRI's offices are located in Tallahassee.

ADVISORY COMMITTEE - A group of up to ten (10) individuals recommended by various organizations representing both the telephone industry and individuals with hearing, speech, or dual sensory impairment (427.706, F.S.). The Advisory Committee's role is to provide input to both the FPSC and the Administrator on the development and operation of the Telecommunications Access System. The Advisory Committee has been actively involved in the implementation of TASA since May, 1991. The Advisory Committee has met with the Commission staff on several occasions and also made presentations before the Commission.

FCC - Federal Communications Commission

FPSC - The Florida Public Service Commission which has overall responsibility for implementation and oversight of the system [427.704(1), F.S.].

FTRI - The Florida Telecommunications Relay, Inc. which is the corporation formed to serve as the TASA Administrator.

LEC - The providers of local exchange telephone service have the responsibility of collecting the surcharge and submitting it to the Administrator [427.704(4)(a)-(d), F.S.].

PROVIDER - The entity that provides the relay service [427.704(3)(a), F.S.]. In April, 1997, the FPSC entered into a contract with MCI Telecommunications Corporation to provide the relay service for the three year period from June 1, 1997 through May 31, 2000.

TASA - Telecommunications Access System Act of 1991

II. EXECUTIVE SUMMARY

The Telecommunications Access System Act of 1991 (TASA) gives the Florida Public Service Commission (FPSC) responsibility for implementation and oversight of the Telecommunications System created by TASA. The following sections of this report describe implementation of the requirements of the law. The tables below provide a statistical summary of the status of the Telecommunications Access System.

**TABLE A
FINANCIAL REPORT
(7/96-6/97)**

Total Revenue	\$13.0 million
Program Expense	\$12.5 million
Administrative Expense	\$.6 million
Revenue less Expenses	\$ (.1)* million

* FTRI continues to carry a positive cash balance even though during the past year expenses exceeded revenues.

**TABLE B
EQUIPMENT DISTRIBUTION***

	Total Items Distributed	Average per month
9/1/91 - 6/30/92	6,462	646
7/1/92 - 6/30/93	22,259	1,855
7/1/93 - 6/30/94	41,639	3,470
7/1/94 - 6/30/95	45,307	3,776
7/1/95 - 6/30/96	41,281	3,440
7/1/96 - 6/30/97	36,526	3,044

* The predominant single piece of equipment distributed is the volume control telephone for the hearing impaired.

**TABLE C
NEW RECIPIENTS OF EQUIPMENT AND TRAINING
(7/96-6/97)**

Deaf	499
Hard of Hearing	20,320
Speech Impaired	145
Dual Sensory Impaired	33
Total	20,997

**TABLE D
SURCHARGE LEVEL**

7-1-91 to 6-30-92	5¢/access line/month
7-1-92 to 10-31-94	10¢/access line/month
11-1-94 to 6-30-95	12¢/access line/month
7-1-95 to 6-30-96	10¢/access line/month
7-1-95 to 6-30-96	12¢/access line/month
7-1-96 forward	12¢/access line/month

Additional statistical information is contained in Appendices to this report. Appendix A (pages 8 & 9) provides the budget for FTRI for the 1996-97 and 1997-98 fiscal years. Appendix B (pages 10 - 39) is FTRI's annual report to the Public Service Commission and contains information on the equipment information program and audited financial statements for FTRI. Appendix C (pages 40 - 69) is MCI's report on the Florida Relay Service and contains usage information on the relay service.

III. DEVELOPMENT OF THE TELECOMMUNICATION ACCESS SYSTEM

The major implementation issues were dealt with in 1991 and 1992. Since that time, the Telecommunications Access System has been continuing to meet telecommunications needs of the population of Florida. The table below identifies the major steps in development of the Telecommunication Access System.

April 24, 1991	TASA passed legislature.
May 1, 1991	First Advisory Committee members named.
May 24, 1991	TASA became law.
June 13, 1991	Florida Telecommunications Relay, Inc. (TASA Administrator) incorporated as a nonprofit association.
July 1, 1991	TASA surcharge set at \$.05 per access line per mo.
September 1, 1991	Responsibility for distribution of specialized telecommunications equipment transferred from Florida Council for the Hearing Impaired to Florida Telecommunications Relay, Inc.
September 16, 1991	First specialized telecommunications equipment distributed by FTRI.
August 15, 1991	Relay RFP issued for relay service beginning June 1, 1992.
January 17, 1992	Contract signed with MCI to provide Florida Relay Service.

June 1, 1992	Florida Relay Service formally begins processing relay calls out of the Miami relay center.
July 1, 1992	TASA surcharge increased from \$.05 to \$.10 per access line per month.
September 15, 1992	FPSC request for certification of Florida Relay Service sent to FCC.
July 8, 1993	FCC letter certifying the Florida Relay System as being in compliance with the FCC rules implementing the Americans with Disabilities Act. Certification is in effect from July 26, 1993 through July 25, 1998.
March 31, 1994	Final report of Deaf Service Center Association on results of pilot project on Special Needs.
August 4, 1994	Contract amendment with MCI to extend relay service contract for fourth year from June 1, 1995 to May 31, 1996.
November 1, 1994	TASA surcharge increased from \$.10 to \$.12 per access line per month.
July 1, 1995	TASA surcharge decreased from \$.12 to \$.10 per access line per month.
July 18, 1995	Contract amendment with MCI to extend relay service contract for fifth year from June 1, 1996 to May 31, 1997.
July 1, 1996	TASA surcharge increased from \$.10 to \$.12 per access line per month.
August 14, 1996	Relay RFP issued for relay service beginning June 1, 1997.
April 8, 1997	Contract signed with MCI to provide Florida Relay Service for three years. (June 1, 1997 - May 30, 2000)
May 6, 1997	MCI offers a third 800 telephone number for ASCII users.
September 4, 1997	The FPSC submitted, on behalf of the State of Florida, an application for renewal of the certification of the Florida Relay Service by the FCC.

IV. REVENUES AND EXPENDITURES

Pages 31 through 39 are the audited financial statements for the Florida Telecommunications Relay, Inc. for the fiscal year ended June 30, 1997. Appendix A to this report (pages 8 & 9) is the 1996-97 and 1997-98 fiscal year budgets for FTRI. As reflected in the 1997-98 budget, the relay surcharge is estimated to produce \$13.7 million during the year. This surcharge revenue plus interest earned and money contained in FTRI's current surplus will be used to fund the projected total expenses of \$13.8 million for the year. Of that \$13.8 million expense, \$8.8 million will go towards funding the relay service. The total expenses are broken down into the five categories listed on the following page.

BUDGET CATEGORY		\$ MILLION
I.	Relay Services	8.8
II.	Equipment and Repairs	3.4
III.	Equipment Distribution and Training	.8
IV.	Outreach	.2
V.	General and Administrative	.6
Total Expenses		13.8

V. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT

Section 427.705(9), F.S. of TASA requires the Administrator to annually file a report to the Commission by November 1 which shall include a status on the distribution of specialized telecommunications devices and an accounting of any money received and disbursed. Appendix B (pages 10 to 39) is FTRI's (the Administrator) annual report to the FPSC.

In terms of equipment distributed to users, the following table identifies the types and amounts of equipment which have been distributed by FTRI from July 1, 1996 through June 30, 1997.

EQUIPMENT DISTRIBUTED BY FTRI	UNITS DISTRIBUTED 7/1/96 - 6/30/97
1. Telecommunications Devices for the Deaf (TDD)	1,064
2. TDD/Large Visual Display (TDD/LVD)	19
3. Dual Sensory Equipment	0
4. Volume Control Telephones for Hearing Impaired (VCPH)	21,240
5. Volume Control Telephones for Speech Impaired (VCPS)	101
6. Visual Ring Signalers (VRS)	1,679
7. Audible Ring Signalers (ARS)	11,898
8. Tactile Ring Signalers (TRS)	7

9. Voice Carry-Over Telephone (VCO)	518
10. Total	46,526

VI. RELAY CALLING

June, 1992 was the first month of operation for the Relay Service and call volumes have continued to grow since that time. Pages 46-53 of MCI's annual report (Appendix C) provide calling statistics on the use of the system.

VII. ADVISORY COMMITTEE

TASA establishes an Advisory Committee to provide advice to the Florida Public Service Commission and to the Administrator concerning the Telecommunications Access System. The Advisory Committee can consist of up to ten individuals recommended by eight different organizations. The current Advisory Committee consists of the following members.

RECOMMENDING ORGANIZATION	NAME OF MEMBER
Advocacy Center for Persons with Disabilities, Inc.	Tessa Little
Coalition for Persons with Dual Sensory Disabilities	Organization Dissolved
Deaf Service Center Association	Jerry Conner
Florida Association of the Deaf, Inc.	Alexander Fleischman Rita Slater
Florida Language Speech and Hearing Association	Vacant
Florida League of Seniors	Organization Dissolved
Florida Telephone Association	Susan C. Langston - local telco rep. Jack Spooner - long distance telco rep.
Self Help for Hard of Hearing People	Vacant

During 1997, the Advisory Committee met on April 10 and November 13.

APPENDIX A

	COMMISSION APPROVED BUDGET 1996 - 1997	COMMISSION APPROVED BUDGET 1997 - 1998
OPERATING REVENUE		
1. SURCHARGES	\$12,972,441	\$13,696,341
2. INTEREST INCOME	\$67,810	\$71,658
3. SERVICE/OTHER	\$0.00	\$0
TOTAL OPERATING REVENUE	\$13,040,251	\$13,767,999
OPERATING EXPENSES		
CATEGORY I - RELAY SERVICES		
4. DPR PROVIDER	\$7,978,908	\$8,862,120
SUBTOTAL-CATEGORY I	\$7,978,908	\$8,862,120
CATEGORY II - EQUIPMENT & REPAIRS		
5. TDD EQ	\$481,500	\$399,000
6. LARGE PRINT TDD'S	\$5,690	\$5,010
7. VOC/HCO-TDD	\$45,800	\$295,950
8. VCO-TELEPHONE	\$67,000	\$134,000
9. DUAL SENSORY EQ	\$0.00	\$0.00
10. VCP HEARING IMP	\$2,490,840	\$1,838,160
11. VCP SPEECH IMP	\$7,926	\$16,590
12. ARS SIGNALING EQ	\$362,500	\$371,070
13. VRS SIGNALING EQ	\$78,225	\$60,345
14. TRS SIGNALING EQ	\$750	\$960
15. TELECOMM EQ REPAIR	\$164,575	\$290,000
16. IN-LINE AMPLIFIER	\$0.00	\$13,200
SUBTOTAL-CATEGORY II	\$3,704,806	\$3,424,285
CATEGORY III - EQUIPMENT DISTRIBUTION AND TRAINING		
17. FRGHT/TELECOMM EQ	\$27,642	\$23,686
18. REGIONAL DIST CTRS	\$710,124	\$710,124
19. WORKSHOP EXPENSE	\$10,750	\$18,146
20. TRAINING EXPENSE	\$30,000	\$39,112
SUBTOTAL-CATEGORY III	\$778,516	\$791,068
CATEGORY IV - OUTREACH		
21. OUTREACH EXPENSE	\$64,885	\$153,000
SUBTOTAL-CATEGORY IV	\$64,885	\$153,000

**COMMISSION APPROVED
BUDGET 1996 - 1997**

**COMMISSION APPROVED
BUDGET 1997 - 1998**

**CATEGORY V - GENERAL &
ADMINISTRATION**

22.	ADVERTISING	\$2,100	\$800
23.	ACCOUNTING/AUDITING	\$12,000	\$11,525
24.	LEGAL	\$54,000	\$42,000
25.	CONSULTATION	\$6,500	\$25,000
26.	AUTO LEASE EXPENSE	\$4,800	\$4800
27.	BANK CHARGES	\$0.00	\$0.00
28.	DUES/SUBSCRIPTIONS	\$1,250	\$1,000
29.	OFFICE FURNITURE PURCHASE	\$1,000	\$1,000
29A.	LESS: CAPITALIZED POR	\$0.00	\$0.00
30.	OFFICE EQUIPMENT PURCHASE	\$2,500	\$23,500
30A.	LESS: CAPITALIZED POR	\$0.00	\$0.00
31.	DEPRECIATION	\$0.00	\$0.00
32.	OFFICE EQUIPMENT LEASE	\$3,160	\$3,892
33.	INSURANCE-HEALTH/LIFE/DISABILITY	\$70,280	\$62,269
34.	INSURANCE-OTHER	\$3,250	\$3,250
35.	OFFICE EXPENSE	\$5,250	\$7,008
36.	POSTAGE	\$16,500	\$15,024
37.	RENT	\$45,875	\$47,698
38.	PRINTING	\$35,000	\$35,306
39.	RETIREMENT	\$28,713	\$27,073
40.	EMPLOYEE COMPENSATION	\$249,296	\$234,782
41.	TEMPORARY EMPLOYMENT	\$2,500	\$2,400
42.	TAXES-PAYROLL	\$19,483	\$18,328
43.	TAXES-UNEMP COMP.	\$220	\$2,822
44.	TAXES-LICENSES	\$75	\$75
45.	TELEPHONE	\$25,000	\$24,000
46.	TRAVEL AND BUS EXPENSE	\$15,000	\$14,990
47.	EQUIPMENT MAINTENANCE	\$5,000	\$5,000
48.	EMPLOYEE TRNG/DVLMF	\$3,000	\$4,000
49.	MEETING EXPENSE	\$2,300	\$3,900
50.	MISCELLANEOUS EXP.	\$500	\$500
	SUBTOTAL-CATEGORY V	\$614,552	\$621,942
	TOTAL EXPENSES	\$13,141,667	\$13,852,415
	REVENUE LESS EXPENSES	(\$101,416)	(\$84,416)



**FLORIDA
TELECOMMUNICATIONS
RELAY,
INC.**



**Annual Report
to the
Florida
Public
Service
Commission**



***Fiscal Year
1996 - 1997***

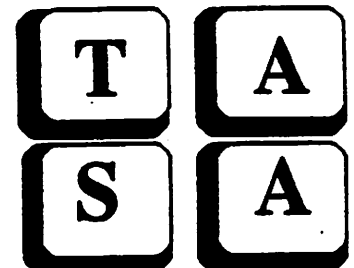


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I. PURPOSE

The Telecommunications Access System Act of 1991 (TASA), Chapter 427, Section III, Florida Statutes, requires the Administrator to prepare a report for presentation to the commission no later than November 1 of each year. "Each report shall describe any services provided and account for any money received and disbursed and shall include predicted future operation until the final report." The following comprises the Administrator's report for fiscal year 1996-1997.

II. INTRODUCTION

A. TASA REQUIREMENTS

In response to TASA, the Florida Public Service Commission (FPSC) directed the local exchange companies (LECs) to form a not-for-profit corporation to fulfill the requirements of TASA. Florida Telecommunications Relay, Inc. (FTRI) registered with the Florida Department of State as a not-for-profit corporation effective June 13, 1991, and is exempt from Florida sales tax as a 501(c)(3) organization.

The duties and responsibilities of the Administrator specified in TASA are as follows:

- a) Purchase, store, distribute and maintain specialized telecommunications devices, either directly or through contract with third parties, or a combination thereof.
- b) Administer advertising and outreach services as required by the commission, either directly or through contract with third parties, or a combination thereof.
- c) Administer training services for recipients of specialized telecommunications devices and for telecommunications relay service users as directed by the commission through contract with third parties.
- d) Establish and maintain an operational fund with appropriate financial institutions regulated under state or federal law, receive monies from the local exchange telecommunications companies, and deposit such monies in the operational fund.

- e) Develop, test, and implement an accounting system and internal controls and procedures to receive, safeguard and disperse monies in the operational fund as directed by the commission.
- f) Develop and implement procedures for an independent audit and for compliance with commission reporting requirements, as directed by the commission.
- g) Administer and control award of money to all parties incurring costs in implementing and maintaining the telecommunications access system, equipment and technical support services in accordance with the provisions of the Telecommunications Access System Act.

B. FTRI MISSION STATEMENT

The FTRI Mission Statement is as follows:

"The Florida Telecommunications Relay, Inc. (FTRI), as the designated Administrator, shall carry out the intent of the Telecommunications Access System Act (TASA) by providing access terminals required for basic telecommunications services to hearing impaired, speech impaired, and dual sensory impaired persons in the most cost effective manner."

III. EQUIPMENT DISTRIBUTION PROGRAM OVERVIEW

A. FTRI RESPONSIBILITIES

From 1986 until September 1991, the Florida Council for the Hearing Impaired (FCHI), a state agency under the Florida Department of Education, was responsible for distribution of specialized telecommunications equipment to citizens of Florida who were hearing or speech impaired. TASA transferred this responsibility to FTRI effective September 1, 1991.

The FTRI equipment distribution program was designed to ensure that Florida citizens who are hearing or speech impaired have access to telecommunications. Specific responsibilities under the equipment distribution program are:

- a. Distribute specialized telecommunications equipment
- b. Train recipients on the use of the equipment
- c. Maintain the equipment

There is no charge for an eligible person to receive equipment, training, or maintenance service(s). To be eligible for the equipment, a person must be a citizen of Florida, be certified as having a hearing or speech impairment and meet minimum age requirements.

B. EQUIPMENT AVAILABLE THROUGH THE PROGRAM

FTRI is currently distributing the following specialized telecommunications equipment which provides hearing, speech, or dual sensory impaired individuals with the ability to access the telephone system:

- a. Telecommunications Device for the Deaf (TDD)
- b. Volume Control Phone for the Hearing Impaired (VCPH)
- c. Volume Control Phone for the Speech Impaired (VCPS)
- d. Voice Carry-Over Telephone (VCO)
- e. Large Visual Display TDD (LVDTDD)
- f. TeleBraille TDD (TBTDD)

Additionally, FTRI distributes ring signaling devices to alert these individuals to a ringing telephone. The signaling devices are:

- a. Audible Ring Signaler (ARS)
- b. Visual Ring Signaler (VRS)
- c. Tactile Ring Signaler (TRS)

C. EQUIPMENT VENDORS

Vendors providing specialized telecommunications equipment through contract with FTRI are as follows:

<u>Vendor</u>	<u>Equipment</u>
Ultratec, Inc.	TDD
Ultratec, Inc.	LVDTDD
Enabling Technologies	TBTDD
Graybar, Inc.	VCPH
Graybar, Inc.	VCPS
Ameriphone	VCO
Graybar, Inc.	ARS
Hear More, Inc.	ARS
Sonic Alert	VRS
Silent Call	TRS

Each type of equipment provided by FTRI has the following warranty:

<u>Equipment</u>	<u>Warranty Period</u>
TDD 4425	5 Years
LVDTDD	5 Years
VCPH	5 Years
VCO	5 Years
ARS (Graybar)	5 Years
ARS (Hear More)	2 Years
TBTDD	2 Years
VRS	2 Years
TRS	2 Years
VCPS	1 Year

D. PROFESSIONAL CERTIFIERS

TASA provides for certification of persons as hearing impaired, speech impaired or dual sensory impaired by any of the following professionals:

- a. Audiologist
- b. Hearing Aid Specialist
- c. Licensed Physician
- d. Speech-Language Pathologist
- e. Deaf Service Center Director
- f. State Certified Teacher of the Hearing Impaired
- g. State Certified Teacher of the Visually Impaired
- h. Appropriate State or Federal Agency Representative

E. DISTRIBUTION METHODS

FTRI's distribution method incorporates a regional distribution system for approximately eighty percent of the State of Florida with a centralized distribution for the remaining twenty percent. In order to achieve this distribution system, FTRI contracts with thirteen non-profit agencies to provide services as Regional Distribution Centers (RDCs). These RDCs serve FTRI applicants and clients in the twenty counties identified as containing the highest number of hearing and speech impaired citizens. FTRI continues to utilize the centralized system of distribution to serve residents of the non-regionalized areas from the central office in Tallahassee.

In areas served by RDCs, hearing and speech impaired persons have applications certified and processed, receive their equipment and training and are supplied with any follow-up services necessary, including maintenance replacements.

Contracted services were as follows:

- a. Distributed specialized telecommunications equipment
- b. Trained recipients on the use of the equipment
- c. Handled requests for maintenance services
- d. Provided follow-up assistance
- e. Assisted with outreach and advertising
- f. Prepared and submitted weekly, monthly and quarterly reports

The agencies currently under contract to FTRI as RDCs, and the counties they serve are listed below:

<u>Agency</u>	<u>Counties Served</u>
Deaf Services Bureau	Dade, Monroe
United Hearing & Deaf Services	Broward
Deaf Service Center of Palm Beach County	Palm Beach
Deaf & Hard of Hearing Services	Volusia, Flagler
Center for Independent Living of Jacksonville	Duval
Deaf Service Center of Pasco County	Pasco, Hernando
Deaf Service Center of Hillsborough County	Hillsborough
Friends of the Deaf Service Center	Pinellas
Deaf Service Center of Manatee/Sarasota Counties	Manatee, Sarasota
Deaf Service Center of Southwest Florida	Lee, Hendry, Collier
Central Florida Speech and Hearing Center	Polk
Center for Independent Living in Central FL	Orange, Seminole
Space Coast Center for Independent Living	Brevard

IV. FISCAL YEAR 1996-1997 PROGRAM REPORTS

A. DISTRIBUTION REPORT

New equipment distributed in fiscal year 1996-1997 numbered 34,038 pieces. Appendix A shows a breakdown of equipment distributed by month. The monthly average of equipment distribution was 2,836.

Appendices B and C consist of graphs of the monthly distribution for the four most requested telecommunications devices currently offered. The monthly average for VCPH distribution was 1,644.

B. NUMBER OF NEW RECIPIENTS BY DISABILITY

FTRI served 20,997 new recipients during the reporting period. The breakdown of recipients by impairment is as follows:

<u>Disability Group</u>	<u>Number of New Recipients</u>
Deaf	499
Hard of Hearing	20,320
Speech Impaired	145
Dual Sensory Impaired	33
Total	*20,997

* Number of recipients is lower than the amount of new equipment distributed referenced in Section IV-A, as a significant number of recipients received one unit of Category A and one unit of Category B.

C. NUMBER OF NEW RECIPIENTS BY CERTIFIER

The breakdown of new recipients by eligible certifiers is as follows:

<u>Certifiers</u>	<u>Number of New Recipients</u>
Audiologist	7,942
Hearing Aid Specialist	7,725
Licensed Physician	1,483
Speech-Language Pathologist	69
Deaf Service Center Director	3,549
Teacher of the Hearing Impaired	93
Teacher of the Visually Impaired	9
State or Federal Agency Representative	127
Total	20,997

D. NUMBER OF NEW RECIPIENTS BY COUNTY

The breakdown of new recipients served by county is as follows:

Alachua	224	Lake	461
Baker	18	Lee	684
Bay	132	Leon	307
Bradford	24	Levy	94
Brevard	581	Liberty	10
Broward	2248	Madison	23
Calhoun	21	Manatee	474
Charlotte	537	Marion	747
Citrus	464	Martin	221
Clay	126	Monroe	85
Collier	264	Nassau	56
Columbia	53	Okaloosa	188
Dade	1950	Okeechobee	22
DeSoto	46	Orange	533
Dixie	32	Osceola	145
Duval	761	Palm Beach	1913
Escambia	264	Pasco	705
Flagler	74	Pineillas	1370
Franklin	22	Polk	398
Gadsden	57	Putnam	187
Gilchrist	19	Santa Rosa	86
Glades	11	Sarasota	864
Gulf	14	Seminole	278
Hamilton	8	St. Johns	186
Hardee	17	St. Lucie	303
Hendry	15	Sumter	89
Hernando	314	Suwannee	27
Highlands	160	Taylor	40
Hillsborough	798	Union	14
Holmes	25	Volusia	770
Indian River	239	Wakulla	32
Jackson	64	Walton	48
Jefferson	17	Washington	30
Lafayette	8		
Total			20,997

E. NUMBER OF NEW RECIPIENTS BY AGE

The breakdown of new recipients by age group is as follows:

<u>Years of Age</u>	<u>Number of Recipients</u>
4-9	99
10-19	220
20-29	179
30-39	352
40-49	490
50-59	912
60-69	2,765
70-79	7,726
80-89	6,732
90-99	1,468
100-109	54
Total	20,997

More 70-79 year old people received equipment than those of any other specific age group. Eighty-nine percent of all recipients in fiscal year 1996-1997 were 60 years of age or older.

F. NUMBER OF INCOMING APPLICATIONS

Appendix D illustrates incoming new and modified applications handled by both FTRI and the RDCs. The number of applications received in fiscal year 1996-1997 was 23,152 compared to 27,146 in the previous fiscal year.

Seventy percent of all the new applications processed by FTRI for fiscal year 1996-1997 were handled through RDCs.

G. NUMBER OF SERVICES PROVIDED BY RDCs

During the reporting period, the following number of services were provided by RDCs to FTRI clients:

<u>Service Provided</u>	<u>Number of Clients Served</u>
a. Processed for new equipment	16,222
b. Received maintenance services	4,669
c. Returned equipment	1,593
Total	22,484

H. QUALITY ASSURANCE REPORT

FTRI maintains a quality assurance system to monitor services as provided by the RDCs. Questionnaires are sent monthly to a random selection of clients served by each center. This year the Quality Assurance questions were revised to better reflect customer satisfaction. This, in turn, resulted in more detailed responses from clients.

Approximately 20% of clients served by RDCs in a given month are sent quality assurance surveys. Of the 4,217 questionnaires sent for the fiscal year, FTRI received approximately 1,458 responses for a 35% return rate. Approximately 84% of these responses were positive. All negative responses were forwarded to RDC's for follow-up.

I. EQUIPMENT TRAINING REPORT

FTRI contracts with non-profit agencies to provide for FTRI clients the necessary training and follow-up assistance on the use of specialized telecommunications equipment. In county areas served by the RDCs, training and follow-up assistance are provided for under the terms of the RDC contract. Ten Deaf Service Centers and Centers for Independent Living provide training for clients living in areas not served by RDCs. This includes three centers that also serve as RDCs. During the fiscal year 1996-1997, 873 recipients requested training from these agencies.

The agencies currently under contract to FTRI to provide training and follow-up, and the counties they serve are listed below:

<u>Agency</u>	<u>County Served</u>
Deaf Service Center (DSC) of Citrus County	Citrus
CIL in Central Florida	Osceola
DSC of Manatee/Sarasota Counties	Hardee
Hearing Impaired Persons of Charlotte Cty	Charlotte, DeSoto, Glades Highlands
DSC of West Central FL	Marion, Sumter, Levy Putnam, Lake
DSC of the Treasure Coast	St. Lucie, Martin, Indian River, Okeechobee
CIL of Jacksonville	Baker, Clay, Nassau, St. Johns
DSC of Northwest FL	Escambia, Santa Rosa, Bay, Walton, Holmes Okaloosa

<u>Agency</u>	<u>County Served</u>
CIL of North Central Florida	Alachua, Bradford, Dixie, Columbia, Gilchrist, Hamilton, Lafayette, Union Suwannee
CIL of North FL	Leon, Wakulla, Taylor, Madison, Gulf, Jefferson, Franklin, Washington, Calhoun Jackson, Liberty Gadsden

J. EQUIPMENT MAINTENANCE SERVICE REPORT

Manufacturers now provide 1-800 service numbers for FTRI recipients to call in order to receive troubleshooting assistance to determine if equipment needs repair. Once a recipient has called the manufacturer and received repair authorization, the recipient then calls either FTRI, or an RDC when appropriate, in order to exchange equipment for a working piece when warranted. The RDC arranges maintenance service either directly with the equipment vendor, or with the manufacturer's authorized repair facility. The regionalization program is especially beneficial to clients for this purpose, ensuring quick replacement of defective equipment, and thereby reducing the amount of time clients are without an effective means of telecommunications.

The RDCs provided the following units of maintenance service:

<u>Equipment Category</u>	<u>Number of Maintenance Services</u>
TDD	1,175
VCPH	3,041
VCPS	4
VCO	42
ARS	112
VRS	330
Total	4,704

All equipment under warranty is repaired or replaced by the vendor. Defective equipment that is out of warranty such as old ARSs and VRSs, and obsolete models of the VCPHs and VRSs are discarded as not cost effective to repair.

In the non-regionalized areas of Florida, FTRI arranges for pick up and repair/replacement of defective equipment. During the reporting period, the following units of maintenance service were arranged through the main office:

<u>Equipment Category</u>	<u>Number of Maintenance Services</u>
TDD	242
LVDTDD	6
VCPH	326
VCPS	0
VCO	2
ARS	19
VRS	101
Total	696

K. COMPLAINT REPORT

A complaint is defined as follows: "Whenever an individual who, for whatever reason, feels he or she has not been adequately served, whether justified or not." The staff addresses all complaints received by FTRI; RDC complaints are referred to the executive director of the named agency.

Following is a percentage distribution which reflects the areas into which FTRI categorized the complaints received by the main office during the fiscal year 1996-1997:

<u>Target</u>	<u>Number of Complaints</u>
Administration	3%
Equipment	15%
Repair Facility	3%
RDCs	64%
Maintenance	8%
Training	3%
Other	5%

L. FTRI TRAINING WORKSHOP

FTRI held an annual training workshop in February, 1997. The purpose of this workshop was to have equipment training sessions, provide instruction on the weekly, monthly and quarterly reports submitted by the RDCs, provide instruction on the training invoices submitted by the

training agencies and to allow the agencies an opportunity to discuss procedures. The workshop was a very successful event with 100% participation by FTRI's Training Agencies and RDCs.

Several vendors were also present to provide training and exhibit displays including: Walker Equipment Co.; Ultratec, Inc.; Hearing Resource Services; Ameriphone, Inc.; and Sonic Alert.

V. FISCAL YEAR 1996-1997 OUTREACH AND ADVERTISING

During the fiscal year FTRI continued disseminating a variety of outreach materials to organizations and agencies of special interest to the constituency groups.

FTRI attended several conventions and set up a floor display with brochures so people could learn about the FTRI and the Florida Relay Service. Among the conventions attended by FTRI were the National Association for the Deaf Convention, the Florida Association for the Deaf Convention, the Southeast Regional National Rehabilitation Association Convention and the Americans with Disabilities Act Capital Celebration.

Outreach has changed overall since the implementation of regionalization. RDCs are putting forth grass-roots efforts to network within their local communities and are becoming an integral part of the outreach program. All FTRI promotional materials now carry information about the RDCs and how to access their services. FTRI also began the process of hiring a full time Outreach Specialist with a projected starting date of July 1, 1997.

All of the previously cited examples have contributed to the level of distribution, as well as consistently increasing the awareness of the general public of FTRI's equipment distribution program.

VI. FISCAL YEAR 1996-1997 FINANCIAL REPORT

Appendix E is the audited financial report for fiscal year 1996-1997. The expense line items are grouped by five categories. FTRI is required to seek PSC approval in the event that total expenses in any category exceed the budgeted amount by 10% or more.

Review of the financial report shows that actual revenues exceeded the budgeted revenue approximately 1.6%. Actual expenses were 99% of the budgeted amount. Actual expenditures for Category II Equipment & Repair totaled \$2,889,996.00 compared to \$3,189,404.00 the previous fiscal year.

VII. CONCLUSION

Fiscal year 1996-1997 represented a stabilizing, as well as a reorganizing period for the FTRI equipment distribution program. Distribution and training procedures have been reviewed, revised and implemented to account for a more efficient streamlining process. Distribution numbers have mildly fluctuated, and the maintenance numbers have shown a steady increase, accounting for the consistent increases in FTRI client database. The FTRI office has maintained its status as primarily an administrative center, concentrating on oversight of the RDC contractors, training contractors and equipment vendors, while still serving the approximately 20% of the State of Florida that accounts for the non-regionalized areas in the state. Since the inception of the equipment distribution program in 1986, over 125,000 citizens have been provided with telecommunications equipment. Approximately 17% of this total became clients during fiscal year 1996-1997.

VIII. SERVICE PROJECTIONS FOR FISCAL YEAR 1997-1998

FTRI expects distribution to continue at the present level and stay constant through the next fiscal year. The maintenance levels are expected to maintain the same level as the past fiscal year. As FTRI's client database increases, there will be a proportionately larger number of people needing maintenance and follow-up services and FTRI is anticipating this shift.

Given the demography of the State of Florida, FTRI is continuously evaluating specialized telecommunications equipment that will enable the citizens of Florida with unique hearing and speech impairments to better access telecommunications. This helps to ensure that the citizens of Florida are being provided with the best available services to suit their needs. For example, FTRI is introducing the new Voice Carry-Over/Hearing Carry-Over (VCO/HCO) TTY/Telephone as well as a new In-Line Amplifier. This In-Line Amplifier will enable the clients to amplify their own standard telephone.

FTRI printed materials, including the distribution application, brochures and other information, are being revised to reflect the new inventory and any updated information to keep the applicants informed about the services provided by FTRI.

With over 125,000 clients in the FTRI computer database, FTRI's attention will be focusing on several key elements of the overall equipment distribution program, including the development of an improved maintenance procedure as well as enhancing the process in which FTRI maintains client contact.

IX. RECOMMENDATION FOR ONGOING OPERATIONS

Section 472.705(9), Florida Statutes, requires that the administrator prepare a report for presentation to the Public Service Commission by November 1 each year through 1997. Subsection (9) further directs that the final report, due November 1, 1997, "...shall describe telecommunications access systems operations and make recommendations for the funding and service level for necessary ongoing services." In compliance with that directive, FTRI offers the following comments.

Section 472.702(3) directed that a telecommunications access system be established and the system include a relay system and an equipment distribution program for distribution of specialized telecommunications devices. Both have proven to be enormously successful and beneficial.

The relay service, which began in 1992, facilitates access to the telephone network for persons who are hearing impaired, speech impaired or dual sensory impaired. The relay service is currently operated by MCI pursuant to a competitively bid contract with the Florida Public Service Commission (FPSC). This contract specifies the services to be rendered and the prices to be paid for those services. The contract also establishes standards of service to ensure that users of the system receive the best possible service available. FTRI, as the administrator of TASA, is responsible for payments to the relay provider in a manner consistent with the contract with the FPSC. Specific information regarding the relay system is contained in a separate report prepared and submitted by MCI to the FPSC.

To ensure that users of the relay service receive quality service, the FPSC has established service standards which must be met by the provider. The FPSC reviews compliance with these quality of service standards and routinely monitors compliance. Results of these evaluations are published by the FPSC.

The second component of the access system is the distribution program. This is administered by FTRI. Section 427.705 directs the administrator to purchase, store, distribute and maintain specialized

telecommunications devices for use by eligible citizens. Additionally, FTRI is responsible for training recipients on the use of the equipment and the relay service and for providing outreach and assistance. These activities are more fully described in sections IV and V of this report.

Both the relay and equipment distribution service have shown growth from period to period. Usage of the relay service, as reflected by minutes of use, has increased each year. The number of citizens receiving the equipment has similarly increased. FTRI has expanded the types of specialized equipment available for distribution, thus enabling users to opt for equipment more suited to their needs. Additionally, FTRI has offered the newer models when changes warrant.

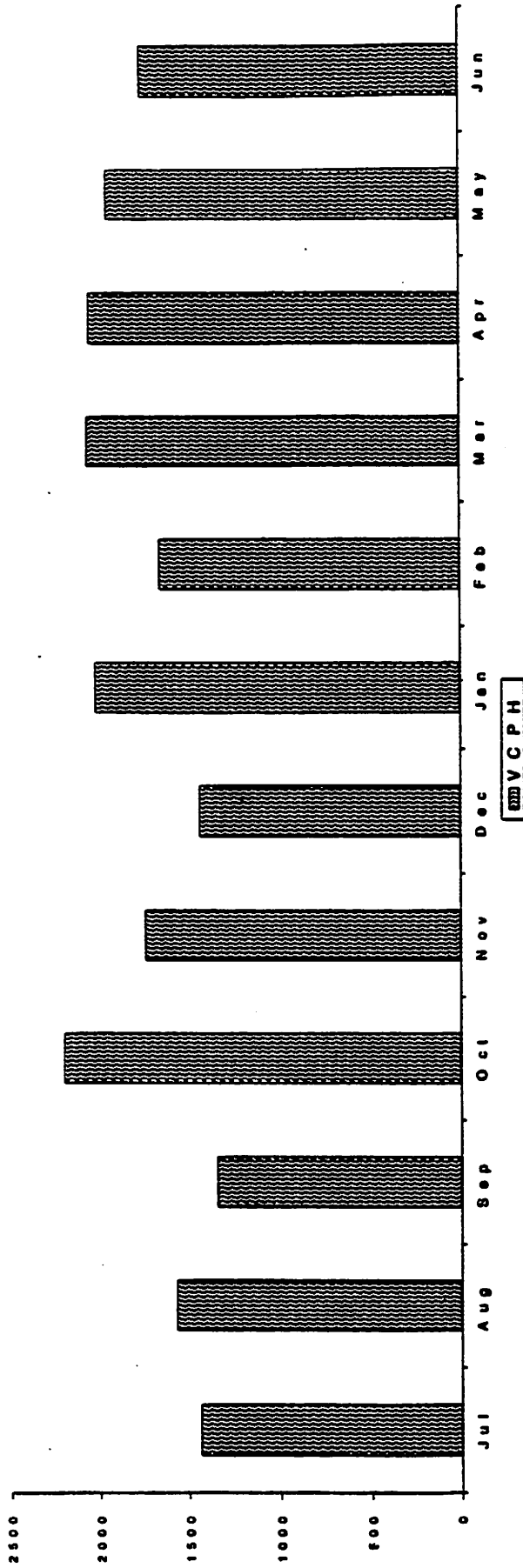
Although FTRI and the TRS are serving a significant number of citizens and more are taking advantage of the programs each month, there remains a substantial number of Florida citizens who are eligible for services from the access system but who do not use it. To change this, FTRI will be performing more outreach and will increase efforts to inform the public of both the relay system and the equipment program. These efforts should result in further growth.

Given the experience with TASA, FTRI does not, at this time, recommend any changes to the service level or to the level of funding. There is sufficient direction and flexibility in Chapter 427 to enable FTRI to expand and add services and for the program to continue to grow. As to funding, the program is currently being administered at 12 cents per access line, which is approximately one half the statutory maximum of 25 cents for the surcharge. This provides an adequate allowance for growth.

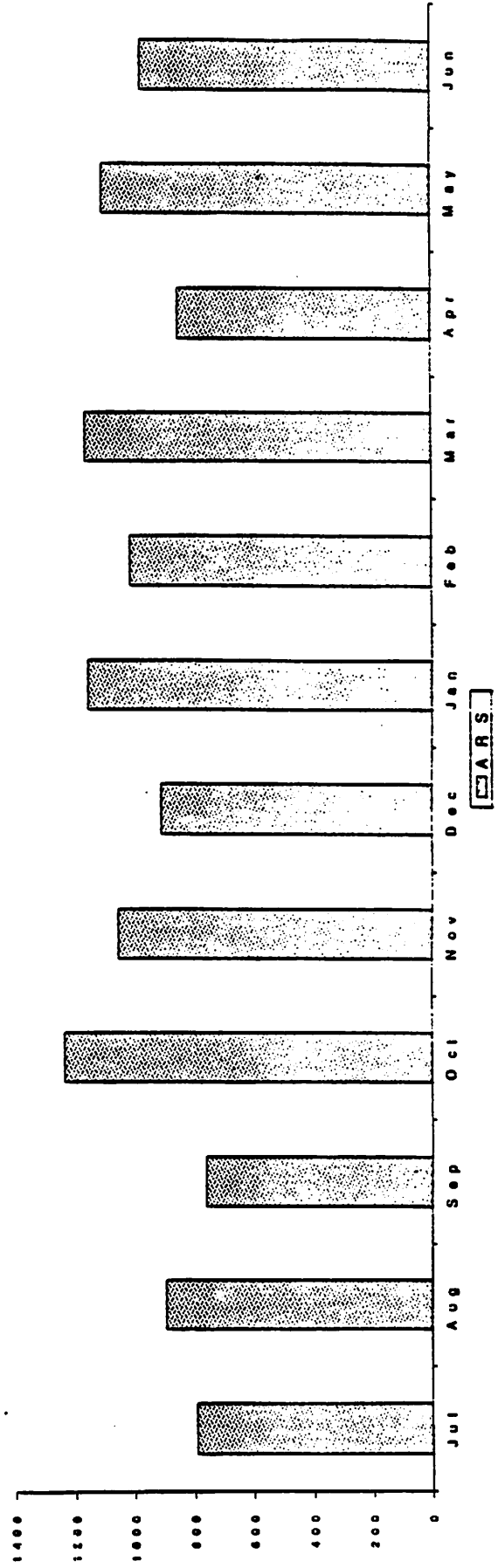
FTRI Monthly Distribution for Fiscal Year 1996-1997

Type of Equipment	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
VCPH	1439	1574	1350	2200	1744	1441	2017	1655	2062	2048	1951	1759	21240
TDD	50	68	66	99	71	62	99	117	134	124	79	95	1064
VCPS	6	5	4	8	4	12	10	16	12	6	6	12	101
LVDTDD	1	4	0	4	0	0	0	0	2	2	3	3	19
ARS	793	895	761	1236	1052	910	1153	1011	1161	849	1103	974	11898
VRS	107	147	100	239	137	96	153	116	155	132	118	179	1679
TRS	1	1	0	1	0	0	0	0	2	1	0	1	7
VCO	0	31	34	51	37	27	44	38	66	56	74	60	518
Total	2397	2725	2315	3838	3045	2548	3476	2953	3594	3218	3334	3083	36526

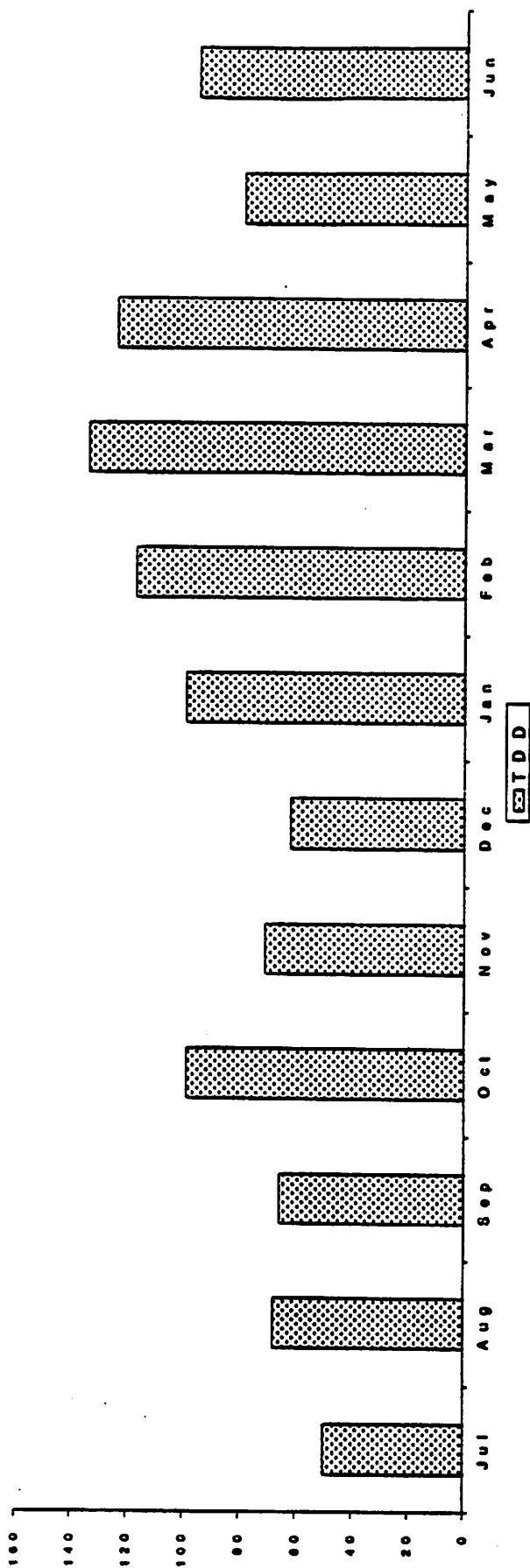
VCPH Distribution for Fiscal Year 1996-1997



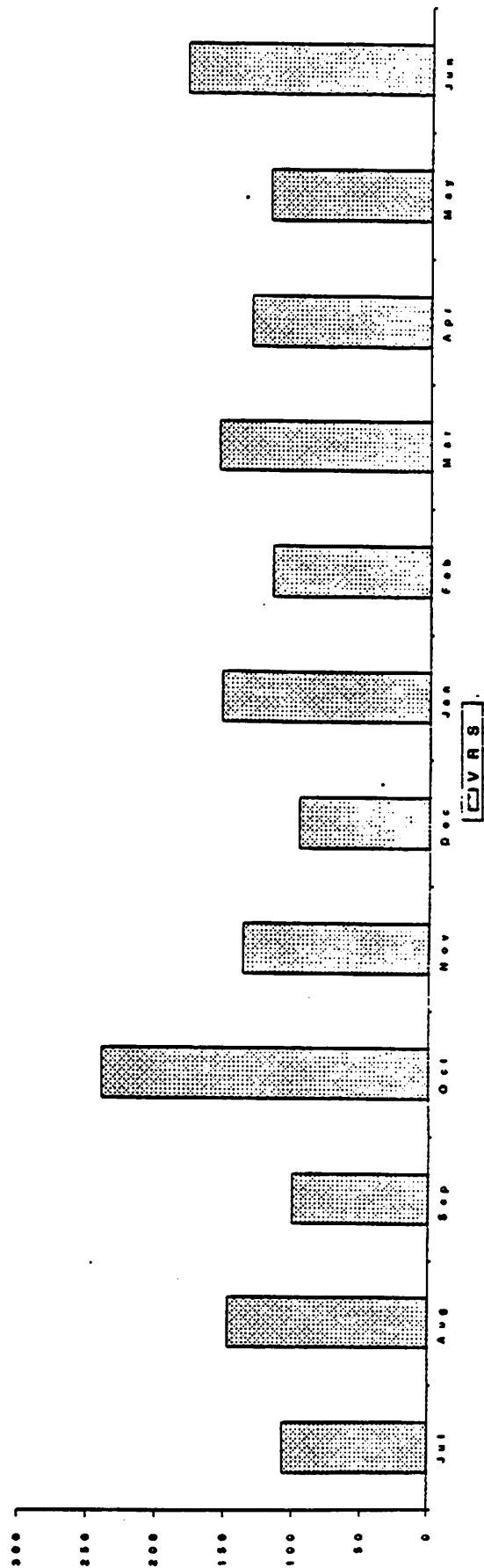
ARS Distribution for Fiscal Year 1996-1997



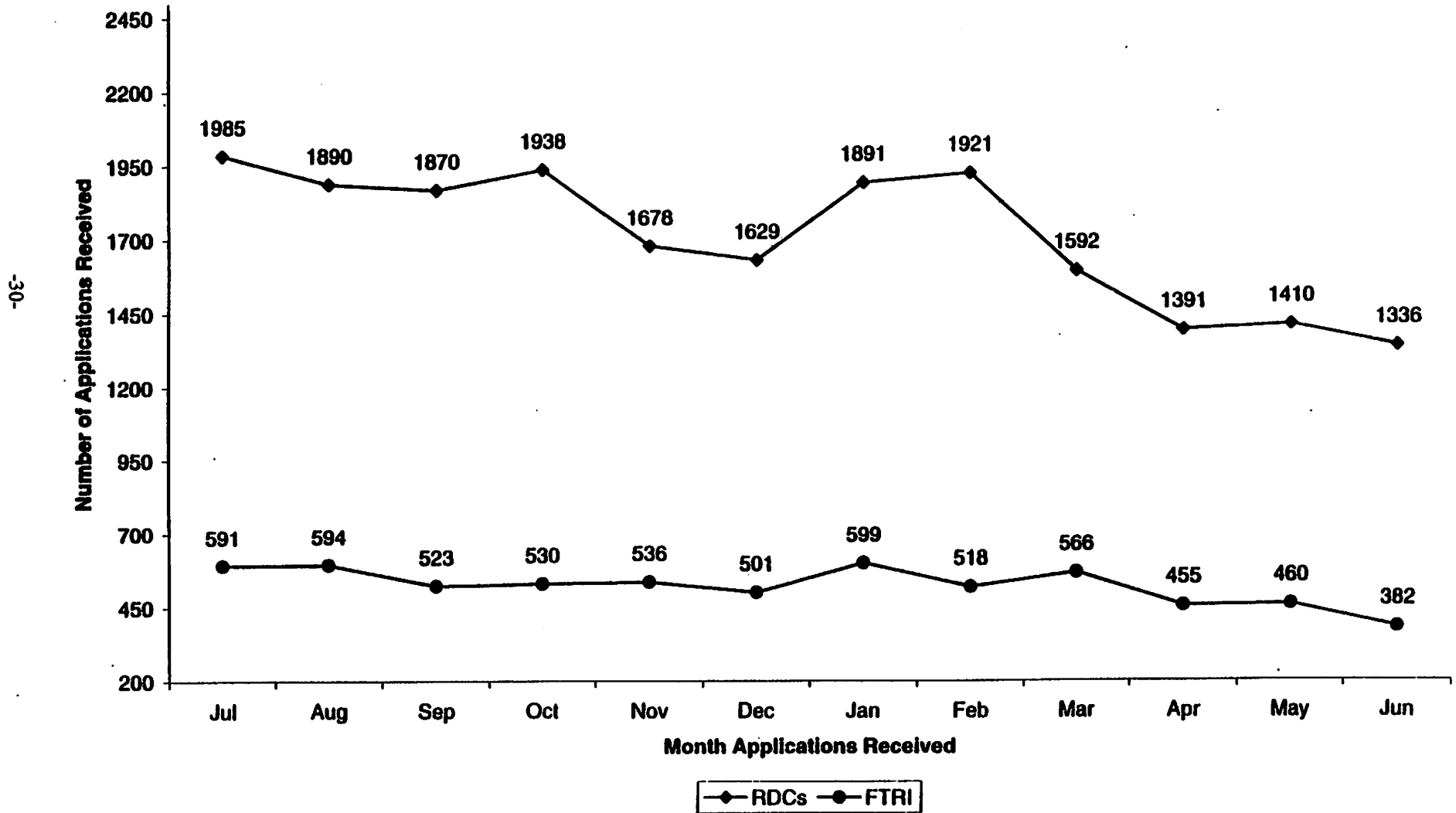
TDD Distribution for Fiscal Year 1996-1997



VRS Distribution for Fiscal Year 1996-1997



FTRI Monthly Incoming Applications Fiscal Year 1996-1997



FLORIDA TELECOMMUNICATIONS RELAY, INC.
FINANCIAL STATEMENTS
WITH INDEPENDENT AUDITOR'S REPORT
FISCAL YEAR ENDED JUNE 30, 1997

FLORIDA TELECOMMUNICATIONS RELAY, INC.

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June 30, 1997

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TONY C. STARACE, CPA, PA

*1834 Hermitage Blvd., Suite 200-A
Tallahassee, Florida 32308
(904) 422-0080 FAX 386-3418*

INDEPENDENT AUDITORS' REPORT

Board of Directors
Florida Telecommunications Relay, Inc.

We have audited the accompanying statement of financial position of Florida Telecommunications Relay, Inc. (a nonprofit organization) as of June 30, 1997, and the related statements of activities and changes in net assets, and cash flows for the year then ended. These financial statements are the responsibility of the Organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Telecommunications Relay, Inc. as of June 30, 1997, and the results of its activities, changes in net assets, and cash flows for the year then ended in conformity with generally accepted accounting principles.

Tony C. Starace, CPA

Tony Starace, CPA

September 15, 1997
Tallahassee, Florida

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF FINANCIAL POSITION
June 30, 1997

ASSETS

CURRENT ASSETS

Cash	\$ 1,220,166
Accounts Receivable (Note 1)	1,121,368
Prepaid Expenses (Note 1)	<u>4,442</u>

TOTAL CURRENT ASSETS

\$ 2,345,976

PROPERTY & EQUIPMENT (Note 1)

Office Furniture	\$ 22,970
Office Equipment	69,825
Dual Sensory Equipment	34,030
less: Accumulated depreciation	<u>(112,125)</u>

NET PROPERTY & EQUIPMENT

14,700

OTHER ASSETS

1,100

TOTAL ASSETS

\$ 2,361,776

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts Payable (Note 1)	\$ 1,132,291
---------------------------	--------------

TOTAL CURRENT LIABILITIES

\$ 1,132,291

NET ASSETS (Unrestricted)

1,229,485

TOTAL LIABILITIES AND NET ASSETS

\$ 2,361,776

THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS
For the Year Ended June 30, 1997

REVENUES

Surcharge Revenue	\$ 13,179,976
Interest & Miscellaneous Income	<u>80,195</u>

TOTAL REVENUES **\$ 13,260,171**

EXPENSES

Category I - Relay Service

Total - Category I Expenses	\$ 9,099,234
-----------------------------	--------------

Category II - Equipment & Repair

Total - Category II Expenses	2,889,996
------------------------------	-----------

Category III - Equipment Distribution

Total - Category III Expenses	764,160
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Category IV - Outreach

Total - Category IV Expenses	4,190
------------------------------	-------

Category V - General & Administrative

Total - Category V Expenses	<u>505,972</u>
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TOTAL EXPENSES **\$ 13,263,552**

EXCESS OF EXPENSES OVER REVENUES **(3,381)**

NET ASSETS, BEGINNING OF YEAR **1,232,866**

NET ASSETS, END OF YEAR **\$ 1,229,485**

THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF EXPENSES BY CATEGORY
For the Year Ended June 30, 1997

Category I - Relay Service

DPR Provider \$ 9,099,234

Category II - Equipment & Repair (Note 1)

TDD Equipment	\$ 468,638	
VCP Hearing Impaired	1,711,088	
VCP Speech Impaired	7,313	
VCO Telephone	106,318	
Signaling Equipment	377,616	
Depreciation (Dual Sensory Equipment)	6,806	
Telecommunications Equipment Repair	<u>212,217</u>	
Subtotal - Category II		2,889,996

Category III - Equipment Distribution

Freight / Telecommunications Equipment	\$ 17,349	
Regional Distribution Centers	673,933	
Equipment Training Expense	<u>72,878</u>	
Subtotal - Category III		764,160

Category IV - Outreach

Outreach Expense 4,190

Category V - General & Administrative

Advertising	\$ 1,076	
Accounting/Auditing	11,275	
Legal	34,062	
Consultation	515	
Auto Allowance Expense	4,800	
Dues and Subscriptions	561	
Furniture & Equip. Purchased	7,641	
Less: Capitalized Portion	(7,641)	
Depreciation	8,445	
Office Equipment Lease	3,961	
Insurance	54,455	
Office Expenses	5,464	
Postage	19,010	
Printing	30,146	
Rent (Note 2)	46,191	
Retirement (Note 3)	21,947	
Employee Compensation	192,700	
Payroll Taxes	16,037	
Taxes and Licenses	61	
Telephone & Fax	23,820	
Travel and Business Expense	17,794	
Equipment Maintenance	4,869	
Employee Training	2,248	
Meeting Expense	<u>6,534</u>	
Subtotal - Category V		<u>505,972</u>

TOTAL EXPENSES

\$ 13,263,552

THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.

STATEMENT OF CASH FLOWS
For The Year Ended June 30, 1997

INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS

CASH FLOWS FROM OPERATING ACTIVITIES:

Cash Received from Surcharge Revenue	\$ 12,937,447
Cash Paid for Goods and Services	(13,205,310)
Interest and Miscellaneous Income	<u>80,195</u>

NET CASH USED BY OPERATING ACTIVITIES (NOTE 4) **\$ (187,668)**

CASH FLOWS FROM INVESTING ACTIVITIES:

Cash Paid to Acquire Fixed Assets	<u>\$ (7,640)</u>
-----------------------------------	-------------------

NET CASH USED IN INVESTING ACTIVITIES (7,640)

NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS **(195,308)**

CASH AND CASH EQUIVALENTS AT THE BEGINNING OF YEAR 1,415,474

CASH AND CASH EQUIVALENTS AT THE END OF YEAR \$ 1,220,166

THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 1997

NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General:

The Organization maintains its accounts and prepares financial statements on the accrual basis of accounting. Revenues are recognized in the period earned, whether or not received; expenses are recognized in the period in which the obligation is incurred, whether or not paid.

Purpose:

The Organization is a not-for-profit corporation designated as the Administrator of the Telecommunications Access System Act, pursuant to s.427.704(2), F.S., and is responsible for the distribution of specialized telecommunications devices. The devices for the Deaf, Hard of Hearing and Speech impaired persons are distributed free of charge to clients certified by designated specialists in the speech and hearing field. The Florida Public Service Commission regulates the Organization, which is funded through a surcharge on telephone bills of residents of the State of Florida.

Property and equipment:

Property and equipment are recorded at cost. Depreciation is provided on the straight-line method over the estimated useful lives of the respective assets. When items of property and equipment are sold or retired, the related cost and accumulated depreciation are removed from the accounts and any gain or loss is included in the results of operations.

The Organization has adopted the policy of recording the purchase of the specialized telecommunication equipment, distributed to its clients, as an expense of the period, while the Organization retains certain rights and obligations.

Income taxes:

The Organization, a Florida nonprofit corporation, is tax exempt under Internal Revenue Code Section 501(c)(3). Therefore, no provision for income taxes has been made.

NOTE 2 - LEASE

On June 1, 1995 the Organization entered into an operating lease for office space which expires May 31, 1998. Future minimum lease payments are: July 1, 1997 to May 31, 1998 - \$42,625.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 1997

NOTE 3 - RETIREMENT PLAN

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telephone Cooperative Association. Employees begin participating in the plan on the January 1'st or July 1'st coincident with their date of employment. Contributions to the plan are paid annually and based on 11.3% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service and the final average salary as defined in the Plan Document.

**NOTE 4 - RECONCILIATION OF EXCESS OF EXPENSES OVER REVENUES
TO NET CASH USED BY OPERATING ACTIVITIES**

<i>Excess of Expenses over Revenues</i>	\$ (3,381)
<i>Items not requiring cash</i>	
<i>Increase in Accounts Receivable</i>	\$ (242,529)
<i>Increase in Prepaid Expenses</i>	(132)
<i>Increase in Accounts Payable</i>	43,123
<i>Depreciation</i>	<u>15,251</u>
<i>Net of items not requiring cash</i>	<u>(184,287)</u>
NET CASH USED BY OPERATING ACTIVITIES	<u>\$ (187,668)</u>

Disclosure of Accounting Policy:

For purposes of the Statement of Cash Flows, the cash maintained in a Checking/Investment Account are considered cash equivalents.

**Florida
Relay
Service**

**Annual
Report**

**June 1, 1996
Through
May 31, 1997**

**MCI
TRS Miami Center
200 S. Biscayne Blvd.
Suite 500
Miami, FL 33131**

MCVFRS is pleased to submit the following report summarizing the fifth year of operation of Florida Relay Service (FRS).

This report responds to section 2.619(d) of the Florida Relay Service Request for Proposal (RFP) response contract document which specifies that an annual summary report be provided.

THIS REPORT IS INTENDED FOR THE SOLE USE OF THE RECIPIENT AND IS NOT INTENDED TO BE FURTHER COPIED OR DISTRIBUTED.

FRS Annual Report

- 1. Message from the Program Manager**
- 2. Program Statistics and Graphs**
 - 2.1 Monthly Incoming Calls**
 - 2.2 Monthly Incoming Calls in Baudot, ASCII and Voice**
 - 2.3 Monthly Incoming Calls - TTY vs Voice**
 - 2.4 Monthly Incoming and Outgoing Calls**
 - 2.5 Monthly Outgoing Calls**
 - 2.6 Monthly Outgoing Call Types**
 - 2.7 Monthly Outgoing Call Types - Local Calls vs Long Distance Calls**
 - 2.8 Completed Outgoing Call Distribution**
- 3. Outreach**
- 4. FRS Features and Miscellaneous**

Message from the Program Manager

MCI is pleased to report on a very successful fifth year providing Telecommunications Relay Service (TRS) in the State of Florida. As FRS proceeded in its fifth contract year, a continued growth in call volume was witnessed.

Since initial service inception June 1, 1992, the volume of relay calls has continually increased. Based on monthly summary data report 1, the total outgoing FRS Traffic during the fifth year of service increased approximately 7.3% over the fourth year. Total incoming FRS traffic during the fifth year also increased approximately 12% over the fourth year of operation.

Based on monthly summary data Report 1, the largest total incoming call volume during the fifth year of operation was during the month of March 1997 with 168,233 calls. The largest total outgoing call volume was also seen during the month of March 1997 with 216,487 calls. March 1997 is the record high for call traffic volume throughout the first five years of operation.

As will be noted in this year's charts, local relay calls continue to be the leading category in terms of number of calls made by FRS users. For the number of outgoing long distance calls made through FRS, INTRALATA calls continue to lead over Interstate and InterLATA call volume.

We also note that the twelve month average in outgoing all duration during the fifth year increased over the fourth year.

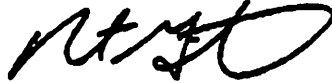
A minor re-organization in MCI management took place during this past year. MCI TRS remains part of MCI State Government and University Markets with Kim Wobschall as General Manager. MCI subcontractor, DEAF, Inc., remains responsible for hiring, training, managing and supervising the Communication Assistants.

MCI is pleased to have been awarded a second contract to operate FRS. MCI is in the process of completely upgrading the Miami TRS center in order to better serve FRS users and provide enhancements to the service. MCI takes great pride in the completion of full five-year term and looks forward to continuing its record of optimum service to end users.

As FRS begins its sixth year of operation, three access numbers are made available to users. The TTY and voice access numbers remain as 1-800-955-8771 and 1-800-955-8770 respectively. An additional access number for ASCII users is 1-800-955-1339. FRS also has a new Customer Service number, 1-800-955-1478, accessible by voice and text.

As MCI enters its sixth year of operation of Florida Relay Service, it remains committed to the provision of premium TRS services.

Respectfully submitted,



Robert Giuntoli
MCI Program Manager
Florida Relay Service

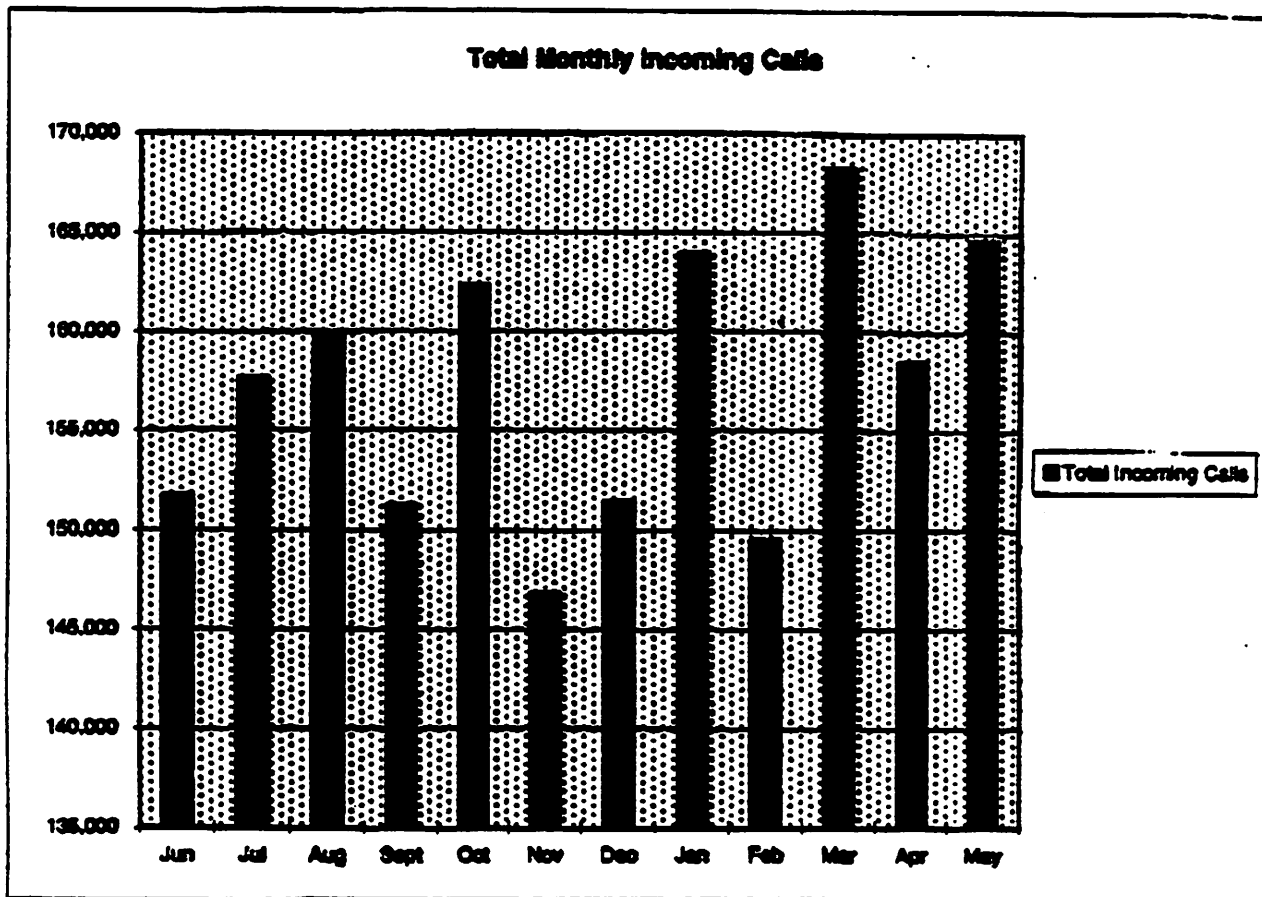
Program Statistics and Graphs

Florida Relay Service - June 1996 thru May 1997

Monthly Incoming Calls

BDR - Report 1

Total Incoming Calls	
Jun	151,704
Jul	157,841
Aug	160,029
Sept	151,238
Oct	162,319
Nov	146,882
Dec	151,433
Jan	164,014
Feb	149,540
Mar	168,223
Apr	158,504
May	164,692
Total	1,866,219

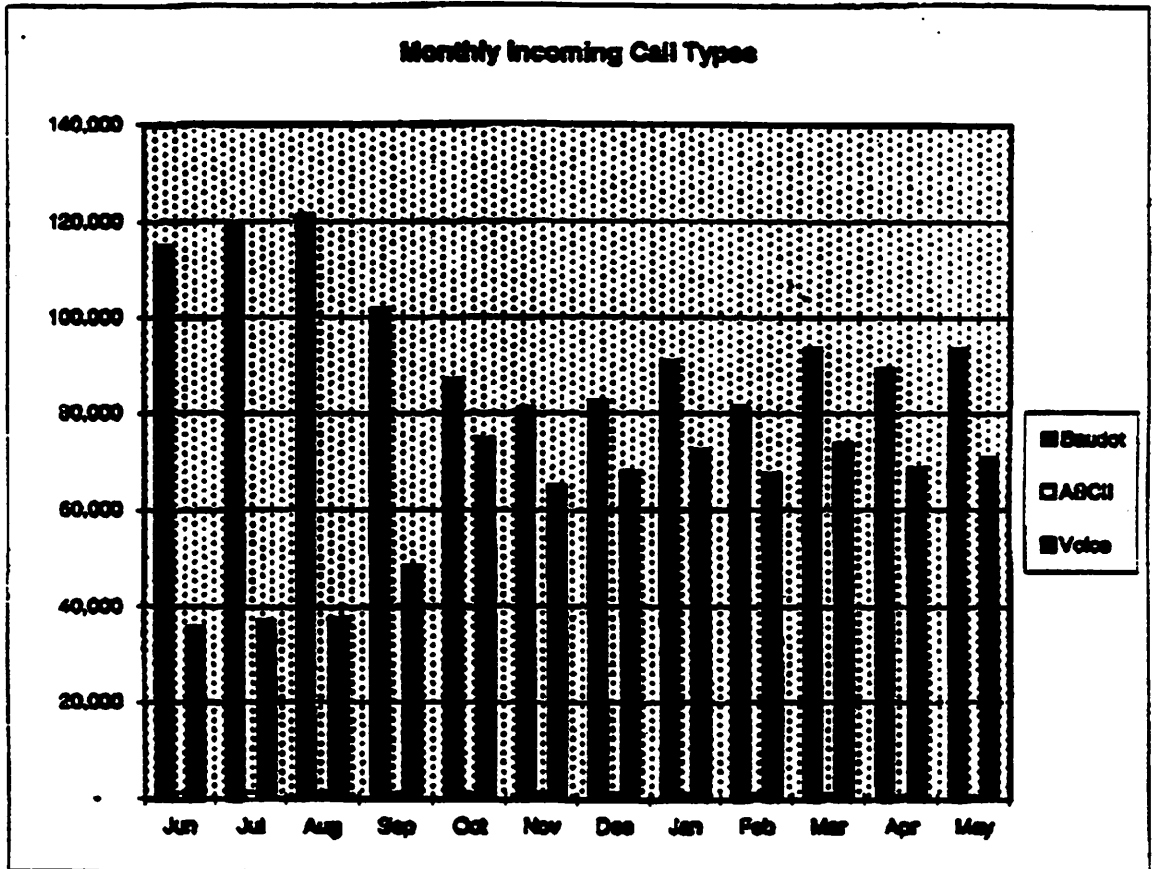


Florida Relay Service - June 1996 thru May 1997

Monthly Incoming Calls in Baudot, ASCII and Voice

BDR - Report 1

	Incoming Baudot	Incoming ASCII	Incoming Voice	Total Incoming
Jun	114,844	1,072	35,788	151,704
Jul	119,371	1,197	37,073	157,641
Aug	121,210	1,253	37,566	160,029
Sep	101,800	1,143	48,295	151,238
Oct	88,741	1,029	74,549	162,319
Nov	81,049	897	64,942	146,888
Dec	82,699	816	67,928	151,433
Jan	90,814	969	72,231	164,014
Feb	81,296	770	67,474	149,540
Mar	93,371	916	73,936	168,223
Apr	89,254	723	68,527	158,504
May	93,247	735	70,710	164,692
Total	1,155,680	11,520	719,019	1,886,219

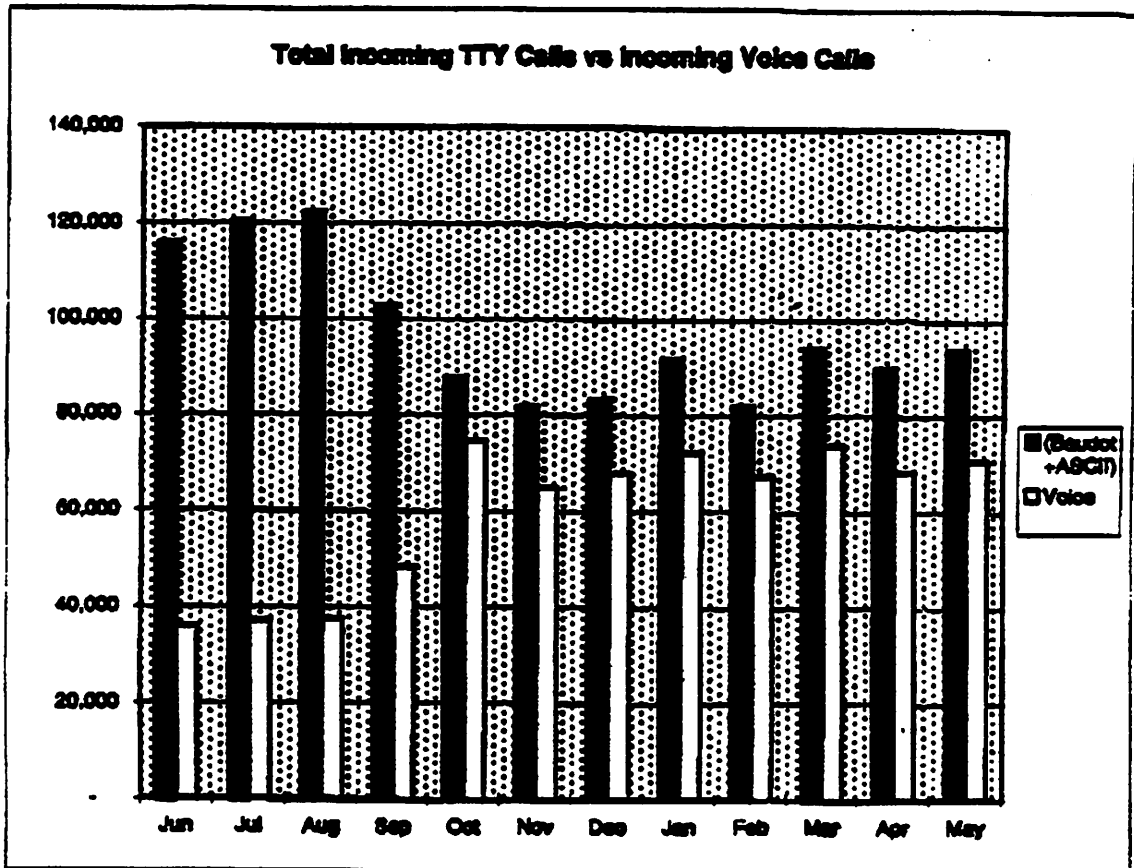


Florida Relay Service - June 1996 thru May 1997

Monthly Incoming Calls - TTY vs Voice

BDR - Report 1

	Incoming TTY (Baudot+ASCII)	Incoming Voice	Total Incoming
Jun	115,916	35,788	151,704
Jul	120,568	37,073	157,641
Aug	122,463	37,566	160,029
Sep	102,943	48,285	151,238
Oct	87,770	74,549	162,319
Nov	81,940	84,942	146,882
Dec	83,606	67,928	151,433
Jan	91,783	72,231	164,014
Feb	82,088	67,474	149,562
Mar	94,287	73,938	168,225
Apr	89,977	68,527	158,504
May	83,982	70,710	164,692
Total	1,167,200	719,019	1,886,219

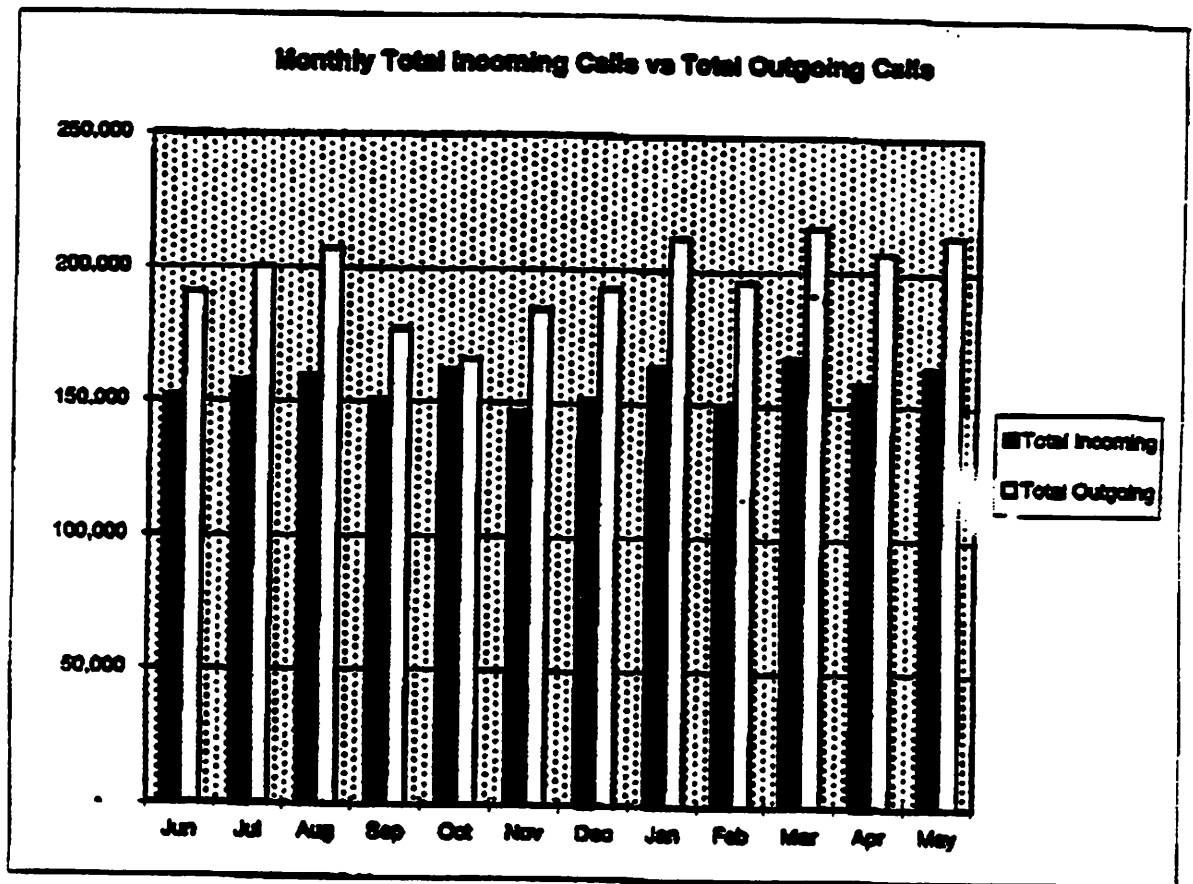


Florida Relay Service - June 1996 thru May 1997

Monthly Incoming and Outgoing Calls

BDR - Report 1

	Total Incoming	Complete Outgoing	Incomplete Outgoing	Total Outgoing
Jun	151,704	133,288	57,565	190,834
Jul	157,641	139,984	80,548	200,532
Aug	160,029	138,132	68,977	207,509
Sep	151,238	114,147	63,325	177,472
Oct	162,319	98,786	67,906	166,691
Nov	146,882	131,315	53,972	185,287
Dec	151,433	138,727	69,228	192,960
Jan	164,014	147,608	64,620	212,128
Feb	149,540	138,794	59,320	198,114
Mar	168,223	151,357	66,130	216,487
Apr	158,504	144,843	62,125	206,968
May	164,892	149,153	64,490	213,643
Total	1,898,219	1,620,113	748,500	2,368,613

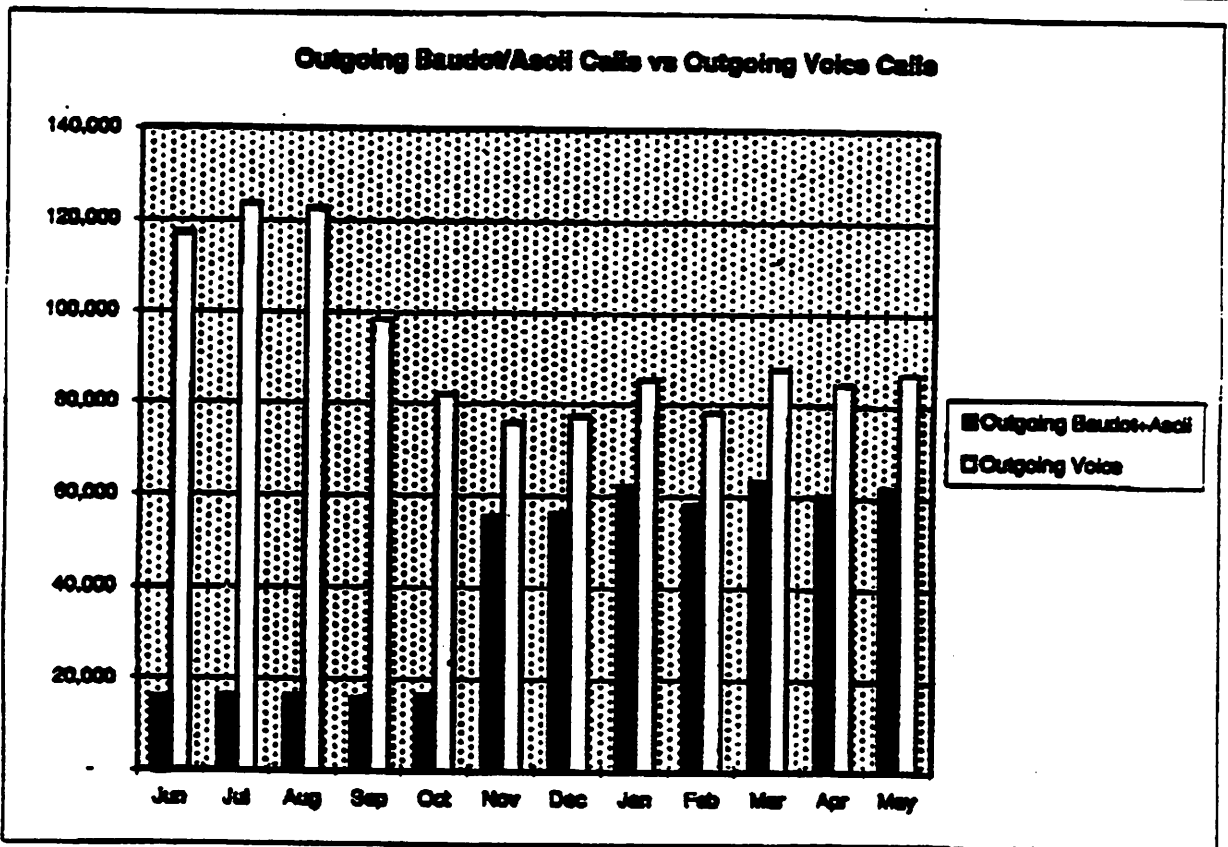


Florida Relay Service - June 1996 thru May 1997

Monthly Outgoing Calls

BDR - Report 1

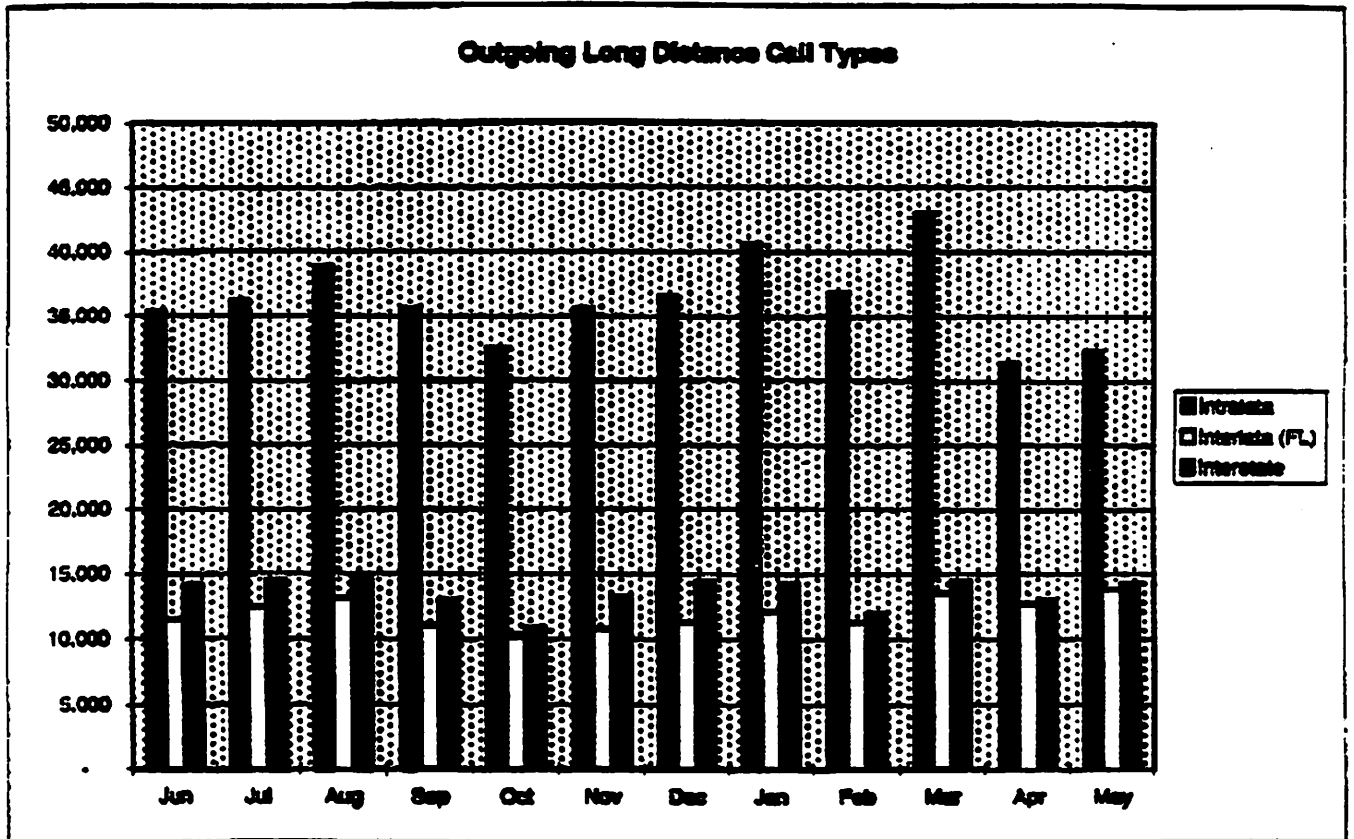
	Outgoing Baudot	Outgoing ASCII	Total Outgoing Baudot+Ascii	Outgoing Voice	Outgoing Complete	Outgoing Incomplete	Total Outgoing
Jun	16,037	17	16,054	117,215	133,269	57,566	190,834
Jul	16,429	19	16,448	123,536	139,984	60,548	200,532
Aug	16,413	7	16,420	122,712	139,132	68,377	207,509
Sep	15,883	11	15,894	98,453	114,147	63,325	177,472
Oct	16,531	20	16,551	82,235	98,786	67,905	166,691
Nov	55,405	15	55,420	75,896	131,316	53,972	185,287
Dec	56,306	16	56,322	77,403	133,727	59,223	192,950
Jan	62,304	18	62,322	85,284	147,606	64,520	212,126
Feb	58,337	24	58,361	78,432	136,794	59,320	196,114
Mar	63,516	15	63,531	87,826	151,357	65,130	216,487
Apr	60,248	14	60,262	84,561	144,843	62,125	206,968
May	62,185	17	62,202	88,949	149,153	64,480	213,643
Total	499,384	196	499,580	1,120,521	1,620,113	748,500	2,368,613



Monthly Outgoing Call Types

BDR - Report 3

	Local	Intrastate	Interstate (FL)	Interstate	800 Calls	Misc. (COC, Dir Assistance, Internet)	Total Outgoing
Jun	116,158	35,446	11,546	14,170	14,928	541	192,789
Jul	122,111	36,206	12,432	14,574	16,449	754	202,526
Aug	126,366	36,666	13,135	14,764	15,428	770	209,368
Sep	117,488	35,584	11,097	12,968	15,217	809	193,161
Oct	99,275	32,444	10,236	10,899	13,301	536	166,691
Nov	110,411	35,593	10,769	13,267	14,834	419	185,293
Dec	114,613	36,544	11,295	14,506	15,515	481	192,958
Jan	126,294	40,635	12,102	14,211	18,469	415	212,126
Feb	119,026	36,789	11,263	12,034	16,435	548	196,114
Mar	126,602	42,996	13,521	14,545	17,930	694	216,487
Apr	131,761	31,413	12,741	13,059	17,408	574	206,968
May	135,555	32,344	13,782	14,269	16,808	692	213,643
Total	1,445,702	434,857	143,939	163,278	192,715	7,633	2,386,122

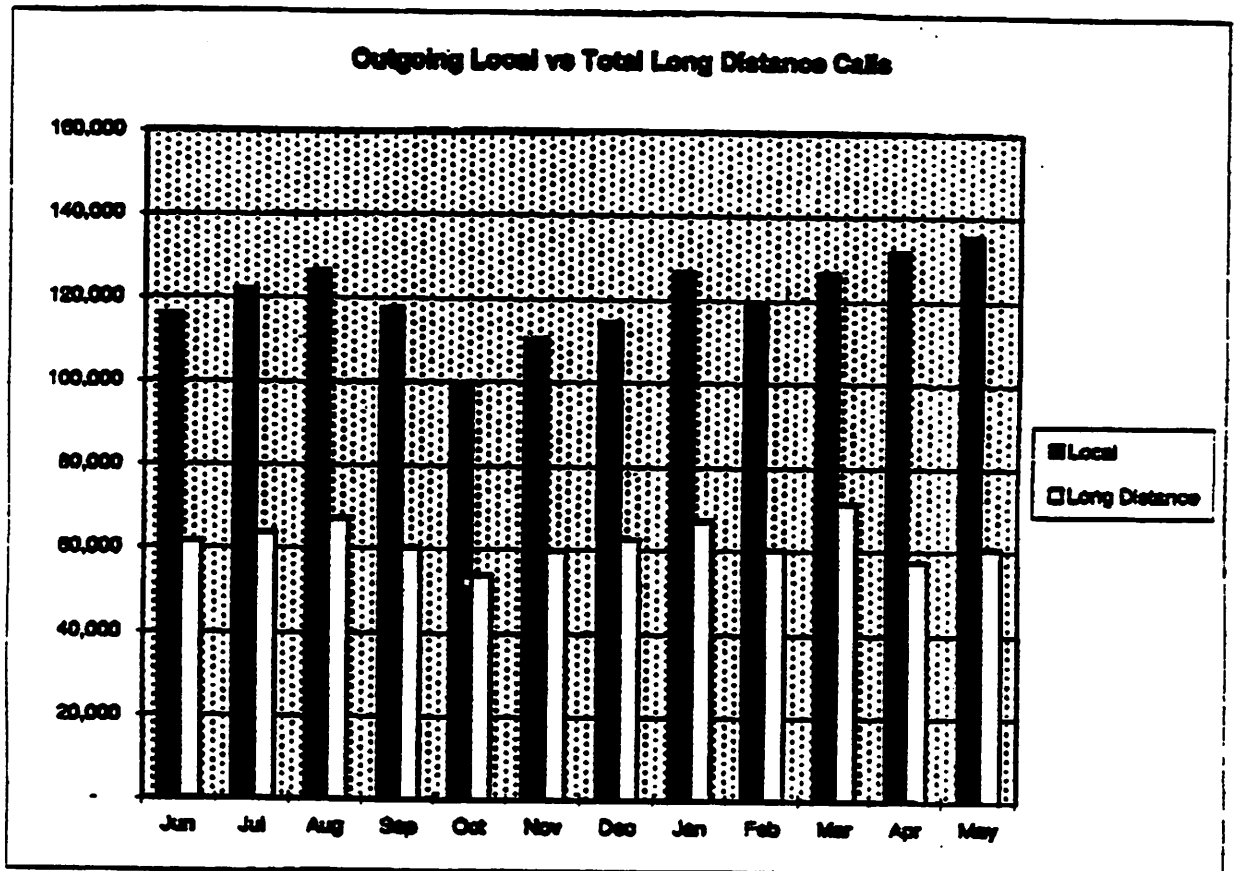


Florida Relay Service - June 1996 thru May 1997

Monthly Outgoing Call Types - Local Calls vs Long Distance Calls

BDR - Report 3

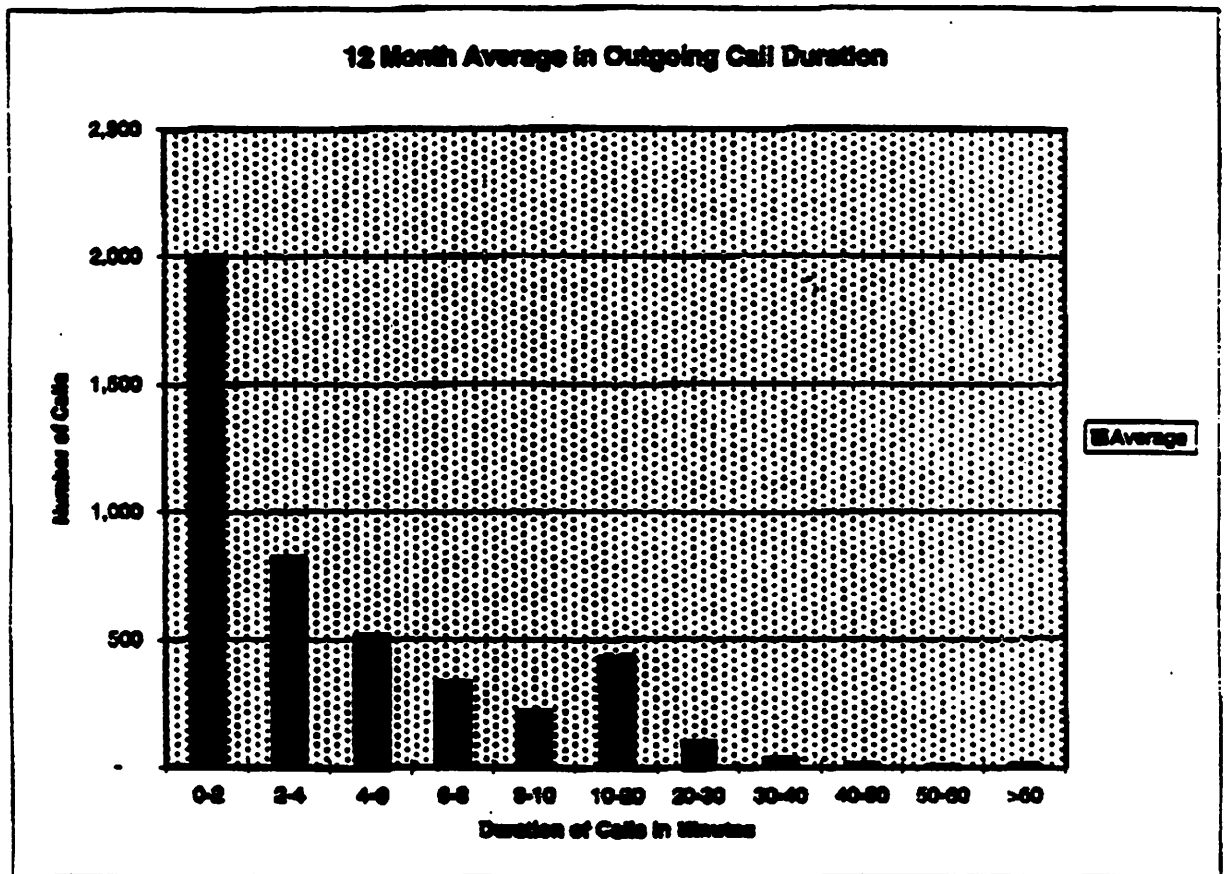
	Local	Intrastate	Interstate/ Intrastate	Interstate	International	Total Long Distance
Jun	116,158	35,448	11,548	14,170	358	61,520
Jul	122,111	38,208	12,432	14,574	435	63,647
Aug	128,388	38,885	13,135	14,784	358	67,140
Sep	117,488	35,584	11,097	12,988	369	60,018
Oct	99,275	32,444	10,239	10,899	348	53,927
Nov	110,411	35,593	10,799	13,287	197	59,826
Dec	114,613	38,544	11,295	14,508	229	62,676
Jan	126,294	40,635	12,102	14,211	188	67,114
Feb	119,028	38,788	11,289	12,034	193	60,298
Mar	128,802	42,985	13,521	14,546	384	71,425
Apr	131,781	31,413	12,741	13,053	205	57,412
May	135,559	32,344	13,782	14,283	218	60,607
Total	1,445,702	434,857	149,939	163,278	3,438	745,510



Completed Outgoing Call Distribution - in Daily Average Minutes

BDR - Report 4

	In Minutes										
	0-2	2-4	4-6	6-8	8-10	10-20	20-30	30-40	40-50	50-60	>60
Jun	2,008	807	514	329	216	419	99	32	19	5	7
Jul	2,008	816	512	334	224	441	104	34	13	6	8
Aug	2,054	816	518	337	219	441	99	34	14	6	8
Sep	1,942	778	495	314	216	418	102	33	14	7	9
Oct	1,129	653	424	284	184	364	89	31	13	7	10
Nov	1,991	788	495	319	210	417	100	33	14	7	9
Dec	1,943	784	499	316	211	411	101	32	13	6	8
Jan	2,121	867	545	347	237	459	112	39	17	8	9
Feb	2,211	898	552	363	236	458	108	38	17	7	8
Mar	2,220	899	552	365	233	458	108	38	15	7	10
Apr	2,192	857	551	350	235	443	105	38	14	7	9
May	2,192	878	548	346	231	449	108	34	16	6	9
Average	2,001	821	516	332	221	432	103	34	14	7	9



Outreach

OUTREACH

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FRS Outreach Contacts

Agencies and Organizations

Self Help for the Hard of Hearing National Convention in Orlando

Deaf Children's Summer Program in United Hard of Hearing and Deaf Service Center in Broward County, FL

National Association of the Deaf Convention in Portland, OR

Miami Optimist Club

Deaf Services Center of Delray Beach, FL

Deaf Services Center of West Palm Beach, FL

Lindsey Continuing Adult Education School in Miami, FL

Florida State School for the Deaf Homecoming Event in St. Augustine, FL

Public Town Meeting at St. Petersburg Deaf Club in Pinellas Park, FL

Spanish Speaking citizens at the Deaf Services Bureau of Miami

Public Town Meeting at Broward County Association of the Deaf in Pompano, FL

Aubermale Elementary School in Miami, FL

Broward County Association of the Deaf Annual Bowling Tournament

Deaf Services Bureau of Miami Task Force

Lakeland High School in Lakeland, FL

Florida Association of the Deaf Board Meetings in various cities

Florida Telecommunications Relay, Inc. Conference in Melbourne, FL

SHHH Chapter in Boca Raton

Dade County Public School Career Fair for Deaf and Hard of Hearing Children

FRS Features and Miscellaneous

VOICE CARRY OVER TTY CUSTOMER CALLING PROCEDURES

Voice Carry Over is normally used by TTY customers who have recognizable speech. VCO gives TTY customers the advantage of expressing themselves with their own voice—conveying meaning and emotion more accurately and making the phone call more personal to someone who is familiar with their voice.

The Communications Assistant's responsibility in a VCO call is limited to typing what the hearing customer says.

CALLING PROCESS

- 1.) Call FRS at 1 800 955 8771 (TTY) and wait for the typed response.
- 2.) Type to CA, "VCO PLS".
- 3.) The CA will type in parenthesis, (VCO ON) GA.
- 4.) Pick up the receiver and voice your response along with the phone number of the person you are calling.
- 5.) Place the receiver back on the TTY to receive typed response.
- 6.) The CA will ask the other customer, "Have you used VCO before?" unless you have specifically instructed the CA not to explain the service.
- 7.) Wait for typed message from the CA before you begin voicing.
- 8.) Lift the receiver from the TTY couplings and begin speaking. (If you have a speaker phone you may just begin speaking.) When you have finished speaking, say "GA" or "Go Ahead". This will indicate to the other customer that it is their turn to reply.
- 9.) Place the receiver back on the TTY to receive typed message.
- 10.) The CA will then type to you everything s/he hears on the other end of the line. When you see "GA" you may then lift the receiver from the TTY couplings and resume speaking again.
- 11.) Repeat steps 9 and 10 for the remainder of the call.

VOICE CARRY OVER VOICE CUSTOMER CALLING PROCEDURES

Carry Over is normally used by TTY customers who have recognizable speech. VCO gives TTY customers the advantage of expressing themselves with their own voice—conveying meaning and emotion more accurately and making the phone call more personal to someone who is familiar with their voice.

The Communications Assistant's responsibility in a VCO call is limited to typing what the hearing customer says.

CALLING PROCESS

- 1.) Call FRS at 1 800 955 8770 (VOICE) and wait for the voiced response.
- 2.) Tell the CA, "The person I am calling will be using VCO". Then give the phone number of the person you are calling.
- 3.) The CA will then ask you, "Have you used VCO before?"
- 4.) The CA will explain VCO if needed and dial the number of the person you are calling.
- 5.) The CA will ask the other customer, "Have you used VCO before?" unless you have specifically instructed the CA not to explain the service.
- 6.) The CA will then say to you, "Thank you for holding, they will begin speaking now."
- 7.) Listen to the TTY customer's response and wait for them to say "GA" or "Go Ahead", before responding.
- 8.) The CA will then type to the TTY customer, everything s/he hears on your end of the line. When you have finished with your message, say "GA" or "Go Ahead". This will indicate to the TTY customer that it is their turn to reply.
- 9.) Repeat steps 7 and 8 for the remainder of the call.

HEARING CARRY OVER TTY CUSTOMER CALLING PROCEDURES

Hearing Carry Over (HCO) is normally used by TTY customers that can hear but do not have recognizable speech. HCO gives TTY customers the advantage of hearing the other party. Thus, providing a better understanding of the other person's meaning and emotion.

The Communications Assistant's responsibility in a HCO call is to voice what the TTY customer types as it comes across the screen.

Calling Process

- 1.) Call FRS at 1 800 955 8771 (TTY).
- 2.) Type to CA, "I would like to place a call using HCO." Then give the phone number of the person you are calling.
- 3.) The CA will type in parenthesis, (USED HCO BEFORE) QQ GA.
- 4.) The CA will explain HCO if needed and dial the number of the person you are calling.
- 5.) Wait for typed message from the CA before you begin listening.
- 6.) The CA will ask the other customer, "Have you used HCO before?" unless you have specifically instructed the CA not to explain the service.
- 7.) When the CA types, (CA HERE BEGIN TYPING NOW) GA, you may begin typing your message. Once you have finished, type "GA" so that the other customer may respond. The CA will voice everything that you type to the other customer.
- 8.) Lift the receiver from the TTY couplings and begin listening. (If you have a speaker phone you may just begin listening.)
- 9.) When the other customer says "GA" or "Go Ahead" you may place the receiver back on the TTY to type your response. (If you have a speaker phone you may just begin typing.)
- 10.) Repeat steps 9 and 10 for the remainder of the call.

HEARING CARRY OVER VOICE CUSTOMER CALLING PROCEDURES

Hearing Carry Over (HCO) is normally used by TTY customers that can hear but do not have recognizable speech. HCO gives TTY customers the advantage of hearing the other party. Thus, providing a better understanding of the other person's meaning and emotion.

The Communications Assistant's responsibility in a HCO call is to voice what the TTY customer types as it comes across the screen.

Calling Process

- 1.) Call FRS at 1 800 955 8770 (VOICE).
- 2.) Tell the CA, "The person I am calling will be using Hearing Carry Over." Then give the phone number of the person you are calling.
- 3.) The CA will ask you, "Have you used HCO before?"
- 4.) The CA will explain HCO if needed and dial the number of the person you are calling.
- 5.) The CA will ask the other customer, "Have you used HCO before?" unless you have specifically instructed the CA not to explain the service.
- 6.) Wait for the CA to say "Thank you for holding, I will begin voicing their words to you now."
- 7.) The CA will voice everything that the TTY customer types to you. Wait for the CA to say "GA" or "Go Ahead" before responding.
- 8.) The TTY customer will then begin listening to your response. When you have finished with your message, say "GA" or "Go Ahead". This will indicate to the TTY customer that it is their turn to reply.
- 9.) Repeat steps 7 and 8 for the remainder of the call.

TWO LINE VCO FACT SHEET

What is Two-Line VCO ?

Two-Line VCO calls are made by customers who do not hear, but want to speak independently with more control of their calls than allowed via traditional relay. The TTY user will be both the calling and called party (by using two phone lines), and will conference in a third person with whom they want to communicate. The CA's main responsibilities are to type fast, and stay invisible, allowing the callers to conduct an interactive conversation without the use of "GA".

How do I place a call ?

- If you are a TTY Two-Line VCO user,
You would dial our 1 800 955 8771 number and wait for the
Communications Assistant to send a typed greeting to you ended with
a "GA".

- You would then type to the Communications Assistant "I'D LIKE TO
PLACE A CALL USING TWO-LINE VCO OR 2LV PLS DIAL MY
VOICE LINE (XXX) XXX-XXXX GA".

- The CA dials your voice line
- You answer your voice line and tell the CA: "Please hold while I
connect my third party. Do not type my voice after I conference in the
person I am calling" (This will give the CA the chance to get used to
how your voice sounds.

- Conference your third party in.
- The CA will type to you the number of rings and the third party's
greeting.
- After you see the message displayed on your TTY, begin speaking to
the third party. Remember that you do not need to use GA or SK

Are there any restriction I should know about ?

- Two-Line VCO requires additional phone equipment
The TTY user has to have two separate phone lines. One for the TTY
(Direct connect), and one for the voice line. The voice line has to
have three way calling or conference capabilities.

It is up to the TTY user to inform the third party how Two-Line VCO
functions The Communications Assistant's job in the Two-Line VCO call
is limited to typing the third party's words as fast as possible. The CA is
unable to communicate with the third party. S/he will not correct errors,
will not introduce the call, will not use "GA's".

TWO-LINE VCO(2LV) TTY CUSTOMER CALLING PROCEDURES

The Two-Line Voice Carry Over (2LV) feature is used by TTY customers who have recognizable speech. Two-Line VCO gives TTY customers the advantage of expressing themselves with their own voice—conveying meaning and emotion more accurately. With Two-Line VCO, users can speak interactively with no waiting for 'GA's, SK's, relay scripts, or any CA intervention. ASCII, TTY's and PC's can also be used with this feature, unlike standard Voice Carry Over. The Communications Assistant's responsibility in a Two-Line VCO call is limited to typing what the 3rd party (hearing customer) says.

In order for a TTY customer to perform a Two-Line VCO call, s/he needs to have two separate phone lines. One for the TTY (direct connect) and one for the voice line. The voice line needs to have 3 way calling or conference capabilities in order to connect with the third party (hearing customer) being called.

CALLING PROCESS

- 1.) Call FRS at 1 800 955-8771 (TTY) and wait for the typed response.
- 2.) Type to CA, "I'D LIKE TO PLACE A CALL USING TWO-LINE VCO (2LV) PLS DIAL MY VOICE LINE (XXX) XXX-XXXX" GA.
- 3.) The CA will dial your voice number and type to you the number of rings.
- 4.) Answer your voice line and tell the CA: "PLS HOLD WHILE I CONNECT MY THIRD PARTY." (Inform the CA not to type your voice after you have conference in the person you are calling.)
- 5.) Conference your third party in.
- 6.) The CA will type to you the number of rings and inform you when there is an answer. The CA will type whether or not it was a male or female who answered and their greeting.
- 7.) Begin voicing your greeting. (It is optional whether or not you want to explain to the third party how two-line VCO call functions.)
- 8.) The CA will then type to you everything s/he hears on the other end of the line.

Caller Profile Quick Reference Sheet

What is a Caller Profile ?

Caller profile is a feature offered by the relay service to make relay calling more efficient for our customers. Caller profile allows callers to customize aspects of their relay call. Customers may request profiles for Voice Carry Over, Hearing Carry Over, verbatim relay on/off, no explanation of service, or explanation of service for every call.

How do I order it ?

Obtaining a profile is simple, you only have to contact the customer service department at 1-800-955-8013 TTY/V. Tell them you would like to request a *Customer Profile*. You will be asked a few questions by a customer service representative, and that's it. Implementation into the System takes place 24-72 hours after your call.

Are there any restrictions I should know about ?

- **Caller Profile only applies to the number which was given to Customer Service.**
If you changed your telephone number or moved, we would not recognize the new number unless you called and provided the new number to us.
- **Caller Profile is permanent, unless you call us back to have it removed.**
When a profile is in effect, you may not use the relay service in any other manner. For example, if you are a VCO user, you may not type during your calls, you must speak. Likewise, if you are a HCO user, you will not read the message, you have to hear it.
- **The Profile only affects calls you make to the Florida Relay Center.**
If you are calling someone directly, your profile will not be known to that person. If you are a VCO or HCO user, calls to a directly connected TTY may not be possible. If you are receiving an incoming call the Profile will not be effective. It would still be necessary for you to notify the Communications Assistant, by typed message, of your particular calling profile. For additional instructions on incoming calls or questions please contact the customer service department and a representative will be happy to assist you.

How do I place a call ?

You can place calls essentially the same way you do now. If you have a Voice Carryover Profile, instead of typing your request for VCO to the Communications Assistant, you may begin voicing immediately after you have received our greeting.

VCO CALLER PROFILE TTY CUSTOMER CALLING PROCEDURES

Voice Carry Over (VCO) is normally used by TTY customers who have recognizable speech. VCO gives TTY customers the advantage of expressing themselves with their own voice—conveying meaning and emotion more accurately and making the phone call more personal to someone who is familiar with their voice. A VCO caller profile gives the customer the opportunity to speak to the CA from the very beginning to the very end of the relay call, instead of having to type the information needed to complete the call and their messages to the other party. The Communications Assistant's responsibility in a VCO call is limited to typing what the hearing customer says.

CALLING PROCESS

- 1.) Call FRS at 1 800 955 8771 (TTY), leave the phone on the TTY.
- 2.) The CA will type to you the greeting: "FRS CA nbr XXXX here GA"
- 3.) You may pick up the phone and voice to the CA the number you would like to call and any other information needed to complete the call.
- 4.) Place the receiver back on the TTY to receive the typed messages.
- 5.) When the call is answered, the CA will introduce the call and ask the other customer, "Have you used VCO before?" unless you have specifically instructed the CA not to explain the service.
- 6.) Wait for the typed message from the CA before you begin voicing.
- 7.) Lift the receiver from the TTY couplings and begin speaking. (If you have a speaker phone you may just begin speaking.) When you have finished speaking, say "GA" or "Go Ahead". This will indicate to the other customer that it is their turn to reply.
- 8.) Place the receiver back on the TTY to receive the typed message.
- 9.) The CA will then type to you everything s/he hears on the other end of the line. When you see "GA" you may then lift the receiver from the TTY couplings and resume speaking again.
- 10.) Repeat steps 8 and 9 for the remainder of the call.

We also have other profiles available such as Hearing Carry Over, custom call processing treatment for verbatim relay on/off, no explanation of service, or explanation of service for every call. If you are interested in any of the caller profiles, please contact the Customer Service Department at 1 800 955 8013 (Voice/TTY), and one of the representatives will complete the form for you. It will take approximately two to three business days for the profile to take effect. You will be contacted by the department when the profile is in effect. Just as all other relay service issues, Caller Profile is a free service provided by FRS.

HCO CALLER PROFILE TTY CUSTOMER CALLING PROCEDURES

Hearing Carry Over (HCO) is normally used by TTY customers that can hear but do not have recognizable speech. HCO gives TTY customers the advantage of hearing the other party. Thus, providing a better understanding of the other person's meaning and emotion. A HCO caller profile gives the customer the opportunity to hear the CA speak from the very beginning to the very end of the relay call, instead of having to read the greeting, the other party's responses, and the CA's messages. The Communications Assistant's responsibility in a HCO call is to voice what the TTY customer types as it comes across the screen.

Calling Process

- 1.) Call FRS at 1 800 955 8771 (TTY).
- 2.) The CA will voice to you: "FRS CA number XXXX here GA"
- 3.) Type to CA the phone number of the person you are calling and any other instructions you would like for the CA to follow.
- 4.) The CA will ask you: "Have you used HCO before?"
- 5.) The CA will explain HCO if needed and/or dial the number of the person you are calling.
- 6.) You will hear the phone ringing and the voice of the person who answers.
- 7.) After the call is answered, the CA will ask the other customer, "Have you used HCO before?" unless you have specifically instructed the CA not to explain the service.
- 8.) After the call is introduced, the CA or the party you are calling will say GA or Go Ahead, then you may place the phone back on the TTY and type your message. Once you have finished, type "GA" so that the other customer may respond. The CA will voice everything that you type to the other customer.
- 9.) Lift the receiver from the TTY couplings and begin listening. (If you have a speaker phone you may just begin listening.)
- 10.) When the other customer says "GA" or "Go Ahead" you may place the receiver back on the TTY to type your response. (If you have a speaker phone you may just begin typing.)
- 11.) Repeat steps 9 and 10 for the remainder of the call.

We also have other profiles available such as Voice Carry Over, custom call processing treatment for verbatim relay on/off, no explanation of service, or explanation of service for every call. If you are interested in any of the caller profiles, please contact the Customer Service Department at 1 800 955 8013 (Voice/TTY), and one of the representatives will complete the form for you. It will take approximately two to three business days for the profile to take effect. You will be contacted by the department when the profile is in effect. Just as all other relay service issues, Caller Profiles is a free service provided by FRS.

"CALLER PROFILE" CUSTOMIZED CALLING FACT SHEET FOR TTY CUSTOMER

What is a Caller Profile ?

The caller profile now makes relay calling more efficient. The caller profile is a set up which would allow callers to customize their relay calls. Whether they are a VCO or HCO user. If they want verbatim relay on/off, no explanation of service, or explanation of service on each and every call. The caller would no longer need to inform the Communications Assistant of their call type. They would simply dial into the relay center and the center will automatically recognize the callers call type.

How do I order it ?

In order to request this type of customize calling you would need to contact the customer service department at 1-800-955-8013 TTY/V. A Customer Profile Request Form would be completed and processed. Implementation into the System would take place 24-72 hours. Once your profile has been processed.

How do I place a call ?

If you are a VCO user,

- you would dial our 1 800 955 8771 number and wait for the Communications Assistant to send a typed greeting to you ended with a "GA".
- you would then respond to the Communications Assistant by speaking into the telephone receiver followed by a "GA", in order to receive your response. The response would appear on your TTY.

If you are using a TTY that is not directly connected to the telephone line,

- then it would be necessary to place the hand receiver into the acoustic cups located on top of you TTY in order to receive the greeting.
- when it is time for your response, then you would pick up the hand receiver out of the acoustic couplers and speak into it. You would repeat these steps until your call has terminated.

If you are a HCO user,

- you would dial our 1 800 955 8771 number and wait for the Communications Assistant to voice a greeting to you ended with a "go ahead".
- you would then respond to the Communications Assistant by typing the number you wished dialed followed by a "GA". The Communications will dial the number, once the called party has answered, you would simply type your response to them once you have heard a "go ahead" from the called party.

***Caller Profile* Customized Calling - Page 2**

If you request a verbatim relay on/off or no explanation of service or explanation of service on every call, you would not do anything different than what you have always done when placing a relay call.

*** Exception, No explanation of service. When this request is made it is important that the caller explains prior to giving the number to be dialed to the Communications Assistant, how they would like the call introduced.**

Are there any restriction I should know about ?

- Caller Profile only applies to the number which was given to Customer Service.**

So if you changed your telephone number or moved, we would not recognize the new number unless you called us and gave it to us.

- Caller Profile is permanent, unless you call us back to have it removed. The Profile does not effect calling anyone else or anywhere else except the Relay Center.**

- Caller Profiles are for out going calls only.**

If you are receiving a call through the relay service, then it would be necessary for you to inform the Communications Assistant of your call type.

- 1. If you are a VCO user then you would type, not voice, "VCO pls GA" and wait until you get the "VCO on GA" from the Communications Assistant before you begin voicing.**
- 2. If you are a HCO user then you would type to the Communications Assistant "HCO pls GA" and wait until she/he types back to you "HCO on GA" before you can begin listening.**

TTY Etiquette

Making a TTY Call

1.) For older model TTY's, place the phone receiver securely in the rubber cups of your TTY. Be sure the cord of the receiver is in the slot of the cradle. The newer model TTY's come in direct connection so you can dial from the keyboard.

2.) Turn the TTY on and check the signal indicator on your TTY/Coupler to be sure you have a dial tone. The dial tone will make a steady light on your TTY signal indicator. Dial the number carefully.

3.) You will know from watching the signal indicator on your TTY/coupler if the number you have dialed is ringing. The signal indicator will show a long slow flash or two short flashes with a pause in between. If the line is busy you will see short continuous flashes on your signal indicator.

4.) When the phone is answered you will see an irregular light on your signal indicator as the phone is picked up and placed in the cradle. Sometimes you may call a number that is used for voice calls, too. If your call is answered by a hearing person, they will usually place the phone to their ear when they answer. Many people will recognize the noise made by the TTY when they answer the phone so when your TTY call is answered by voice wait a few minutes for the person to connect it to the TTY. If your call is not answered by a TTY after a few moments, tap the space bar of your TTY to let the person know that it is a TTY call. *Remember, the sound of a TTY can be very unpleasant to a hearing person who answers; it may not always be necessary to signal in this manner.* If your call is still not answered by another TTY this may mean several things. You may have dialed the wrong number by mistake. If this happens the person you called will probably hang up and your signal indicator will show a dial tone signal (a steady flash). Or it may mean your call did not go through. A signal on your signal indicator that someone is speaking may mean you have reached a recorded message. If you get a recording, check your number and then try to call again.

Receiving a TTY Call

If you have a visual ring signaler (signal light) it will flash when the phone rings .

1. Pick up the phone receiver and place it in the rubber cups of your TTY/Coupler. Turn your TTY on. For newer model TTY's with direct connection, just turn on the TTY.

2. The person who answers the telephone is the first to type. Type "hello" and then your name. Then type "GA".

3. If your TTY phone is also used for voice calls, be sure the person who answers by voice knows how to recognize and answer a TTY call.

Things to Remember

1. Always identify yourself immediately when you make or receive a TTY call. Since the person on the other end cannot hear you, it is important and polite to do this.
2. TTY calls take longer than voice calls. Before you make a business or long distance call, prepare what you plan to say and have any information that you will need handy for the call.
3. After you finish a call be sure to turn your TTY off and hang up the phone receiver. If you forget to turn off your TTY or hang up the phone and someone else tries to call you, they will get a busy signal.
4. "GA" means "go ahead". This is the signal for the other person to begin typing. "HD" means "hold". This is the signal that the person typing must stop for a minute, but they will be back. "SK" means "signing off or stop keying". This is how u show that you will hang up, and that you have nothing more to say. It is polite to type "Good-bye", "So long" Thanks again", or some other closing remark before you type "SK".
5. To be effective, punctuation's are not used during TTY conversations.

Helpful hints - Common TTY terms

TTY	Text Telephone	HD	Hold, please	MTG	Meeting
TDD	Telecommunication Device for the Deaf	PLS	Please	R	Are
GA	Go Ahead, your turn to type.	OIC	Oh, I see	NBR	Number
SK	Stop Key, meaning end of conversation	U	You	OPR	Operator
		UR	Your	CUL	See you later
		CD	Could	SHD	Should
		Q	Question	TMW	Tomorrow