

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 COMPETITIVE SERVICES

DECEMBER 2000

**FLORIDA PUBLIC SERVICE COMMISSION  
2000 REPORT TO THE FLORIDA LEGISLATURE ON STATUS OF THE  
TELECOMMUNICATIONS ACCESS SYSTEM OF 1991**

**December 2000**

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Status of Implementation of the  
**TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991**

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**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 [417.705(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.]The FPSC entered into a contract with Sprint to provide the relay service for the three-year period from June 1, 2000 through May 31, 2003. Prior to June 1, 2000, the provider was MCI Telecommunications Corporation.

**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  
(7/99 - 6/00)**

|                        |                  |
|------------------------|------------------|
| Total Revenue          | \$11.7 million   |
| Program Expense        | \$11.5 million   |
| Administrative Expense | \$ .7 million    |
| Revenue less Expenses  | \$ (0.5) million |

**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             |
| 7/1/97 - 6/30/98 | 38,321                  | 3,193             |
| 7/1/98 - 6/30/99 | 38,559                  | 3,213             |
| 7/1/99 - 6/30/00 | 40,747                  | 3,396             |

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

**TABLE C**  
**NEW RECIPIENTS OF EQUIPMENT AND TRAINING**  
**(7/99 - 6/00)**

|                       |                |
|-----------------------|----------------|
| Deaf                  | 425            |
| Hard of Hearing       | 23,011         |
| Speech Impaired       | 135            |
| Dual Sensory Impaired | 37             |
| <b>Total</b>          | <b>*23,608</b> |

\* The number of new recipients is lower than the amount of distributed new equipment referenced in Table B, page 2, because a significant number of recipients received more than one piece of equipment.

**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 |
| 7/1/96 to 6/30/98  | 12¢/access line/month |
| 7/1/98 to 6/30/99  | 11¢/access line/month |
| 7/1/99 to 6/30/00  | 9¢/access line/month  |
| 7/1/00 forward     | 8¢/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 1999-00 and 2000-01 fiscal years. Appendix B (pages 10-28) 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 30-38) is MCI's report and contains usage information on the relay service. Appendix D (pages 39-40) is Sprint's report on the Florida Relay Service from June 1, 2000, to-date.

### III. DEVELOPMENT OF THE TELECOMMUNICATIONS 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 Telecommunications 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 month.  |
| 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, on behalf of the State of Florida, submitted an application for renewal of the certification of the Florida Relay Service by the FCC.  |
| July 1, 1998      | TASA surcharge decreased from \$.12 to \$.11 per access line per month.  |
| July 1, 1998      | The FPSC submitted its comments to the FCC on several relay issues in CC Docket No. 98-67, Telecommunications Relay Services and Speech to Speech Services for Individuals with Hearing and Speech Disabilities. |
| July 1, 1999      | TASA surcharge decreased from \$.11 to \$.09 per access line per month.  |
| October 7, 1999   | Relay RFP issued for relay service beginning June 1, 2000.   |
| January 11, 2000  | Sprint selected as Florida's relay provider.   |
| March 30, 2000    | MCI assessed liquidated damage for service quality.  |
| June 1, 2000      | Sprint became Florida's Relay provider.  |
| July 1, 2000      | TASA surcharge decreased from \$.09 to \$.08 per access line per month.  |
| August 2, 2000    | MCI assessed additional liquidated damages.  |
| November 7, 2000  | The Commission voted to amend the contract with Sprint to incorporate changes mandated by the FCC beginning December 18, 2000.   |
| November 7, 2000  | The Commission voted to add Turbo Code as a service offered by Sprint.*  |

\*Turbo code can lead to an decrease in usage. However, the increased outreach may have the opposite impact.

#### IV. REVENUES AND EXPENDITURES

Pages 20 through 28 are the audited financial statements for the Florida Telecommunications Relay, Inc. for the fiscal year ended June 30, 2000. Appendix A to this report (pages 8 & 9) is the 1999-00 and 2000-01 fiscal year budgets for FTRI. As reflected in the 2000-01 budget, the relay surcharge is estimated to produce \$10.3 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 \$14.7 million for the year. Of that \$14.7 million expense, \$9 million will go towards funding the relay service. The total expenses are broken down into the five categories listed below:

| BUDGET CATEGORY                          | \$ MILLION |
|--|------------|
| I. Relay Services                        | \$9.0      |
| II. Equipment and Repairs                | 3.0        |
| III. Equipment Distribution and Training | 1.0        |
| IV. Outreach                             | .8         |
| V. General and Administrative            | .9         |
| Total Expenses                           | \$14.7     |



## V. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT

Section 427.705(9), F.S. of TASA requires the Administrator to file a report annually to the Commission by November 1 which shall include the status of the distribution of specialized telecommunications devices and an accounting of any money received and disbursed. Appendix B (pages 10 to 28) is FTRI's (the Administrator) annual report to the FPSC.

In terms of equipment distributed to users, the following table identifies the types and quantity of equipment which were distributed by FTRI from July 1, 1999 through June 30, 2000.

| EQUIPMENT DISTRIBUTED BY FTRI                              | UNITS DISTRIBUTED<br>7/1/99 - 6/30/00 |
|--|---------------------------------------|
| 1. Telecommunications Devices for the Deaf (TDD)           | 815                                   |
| 2. Dual Sensory Equipment                                  | 31                                    |
| 3. Volume Control Telephones for Hearing Impaired (VCPH)   | 25,671                                |
| 4. Volume Control Telephones for Speech Impaired (VCPS)    | 56                                    |
| 5. Visual Ring Signalers (VRS)                             | 1,222                                 |
| 6. Audible Ring Signalers (ARS)                            | 11,817                                |
| 7. Tactile Ring Signalers (TRS)                            | 9                                     |
| 8. Voice Carry-Over Telephone & TDD (VCO)                  | 554                                   |
| 9. Voice Carry-Over/Hearing Carry-Over Telephone (VCO/HCO) | 192                                   |
| 10. In-Line Amplifier                                      | 202                                   |
| 11. Uncategorized Equipment                                | 178                                   |
| <b>Total</b>   | <b>40,747</b>                         |

## 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 30-38 (Appendix C) is usage information compiled from MCI's monthly reports filed with the Commission.

## 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.  | Steve Howells  |
| Deaf Service Center Association  | Jerry Conner   |
| Florida Association of the Deaf, Inc.  | Alexander Fleischman<br>Frank Slater   |
| Florida Language Speech and Hearing Association  | Vacant   |
| Florida Telecommunications Industry Association<br>(formerly known as Florida Telephone Association) | Susan C. Langston - local telco rep.<br>Jim Smith - long distance telco rep. |
| Self Help for Hard of Hearing People   | Shirley Jones  |

\*Joseph Schad resigned his seat on the committee as of October 2, 2000.

During 2000, the Advisory Committee met on two occasions. At the May 9, 2000, meeting the topics discussed were the transition of relay service to Sprint Communications Company, FRTI's equipment distribution program, FTRI's outreach program, FTRI's budget and new FCC rules regarding relay and relay service quality.

The Advisory Committee next met on November 6, 2000. The primary items discussed were the implementation of 711, Sprint Communication's Company's complaint system and the status of the FCC's new rules regarding relay and relay service quality.

|   | COMMISSION<br>APPROVED<br>BUDGET<br>1999-2000 | COMMISSION<br>APPROVED<br>BUDGET<br>2000-2001 |
|---|---|---|
| <b>OPERATING REVENUE</b>                                      |   |   |
| 1. SURCHARGES   | \$11,223,433                                  | \$10,082,682                                  |
| 2. INTEREST INCOME  | \$272,782                                     | \$285,144                                     |
| 3. SERVICE/OTHER  | \$0   | \$0   |
| <b>TOTAL OPERATING REVENUE</b>                                | <b>\$11,496,215</b>                           | <b>\$10,367,826</b>                           |
| <b>OPERATING EXPENSES</b>                                     |   |   |
| <b>CATEGORY I - RELAY SERVICES</b>                            |   |   |
| 4. DPR PROVIDER   | \$7,081,113                                   | \$8,971,537                                   |
| <b>SUBTOTAL-CATEGORY I</b>                                    | <b>\$7,081,113</b>                            | <b>\$8,971,537</b>                            |
| <b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>                  |   |   |
| 5. TDD EQ   | \$266,000                                     | \$403,008                                     |
| 6. LARGE PRINT TDD'S  | \$10,020                                      | \$12,735                                      |
| 7. VOC/HCO-TDD  | \$22,325                                      | \$42,790                                      |
| 8. VCO-TELEPHONE  | \$64,320                                      | \$117,147                                     |
| 9. DUAL SENSORY EQ  | \$21,350                                      | \$21,740                                      |
| 10. VCP HEARING IMP   | \$1,651,680                                   | \$1,853,714                                   |
| 11. VCP SPEECH IMP  | \$21,341                                      | \$9,261                                       |
| 12. IN-LINE AMPLIFIER   | \$0   | \$4,761                                       |
| 13. ARS SIGNALING EQ  | \$470,891                                     | \$393,888                                     |
| 14. VRS SIGNALING EQ  | \$50,760                                      | \$74,202                                      |
| 15. TRS SIGNALING EQ  | \$2,160                                       | \$2,925                                       |
| 16. TELECOMM EQ REPAIR  | \$205,288                                     | \$33,820                                      |
| <b>SUBTOTAL-CATEGORY II</b>                                   | <b>\$2,786,135</b>                            | <b>\$2,969,991</b>                            |
| <b>CATEGORY III - EQUIPMENT<br/>DISTRIBUTION AND TRAINING</b> |   |   |
| 17. FRGHT/TELECOMM EQ   | \$30,830                                      | \$45,635                                      |
| 18. REGIONAL DIST CTRS  | \$777,521                                     | \$927,092                                     |
| 19. WORKSHOP EXPENSE  | \$26,295                                      | \$33,632                                      |
| 20. TRAINING EXPENSE  | \$74,858                                      | \$85,793                                      |
| <b>SUBTOTAL-CATEGORY III</b>                                  | <b>\$909,504</b>                              | <b>\$1,092,152</b>                            |
| <b>CATEGORY IV - OUTREACH</b>                                 |   |   |
| 21. OUTREACH EXPENSE  | \$486,520                                     | \$819,100                                     |
| <b>SUBTOTAL-CATEGORY IV</b>                                   | <b>\$486,520</b>                              | <b>\$819,100</b>                              |

**CATEGORY V - GENERAL & ADMINISTRATION**

|                              |                           |                     |                      |
|------------------------------|---------------------------|---------------------|----------------------|
| 22.                          | ADVERTISING               | \$3,000             | \$1,000              |
| 23.                          | ACCOUNTING/AUDITING       | \$12,556            | \$12,800             |
| 24.                          | LEGAL                     | \$52,464            | \$70,400             |
| 25.                          | CONSULTATION              | \$18,000            | \$9,450              |
| 26.                          | BANK CHARGES              | \$0                 | \$0                  |
| 27.                          | DUES/SUBSCRIPTIONS        | \$2,325             | \$1,800              |
| 28.                          | OFFICE FURNITURE PURCHASE | \$2,500             | \$2,500              |
| 28.A.                        | LESS: CAPITALIZED POR     | \$0                 | \$0                  |
| 29.                          | OFFICE EQUIPMENT PURCHASE | \$31,700            | \$60,300             |
| 29.A.                        | LESS: CAPITALIZED POR     | \$0                 | \$0                  |
| 30.                          | DEPRECIATION              | \$0                 | \$0                  |
| 31.                          | OFFICE EQUIPMENT LEASE    | \$3,400             | \$3,940              |
| 32.                          | INSURANCE                 | \$95,711            | \$124,464            |
| 33.                          | INSURANCE-OTHER           | \$3,257             | \$3,614              |
| 34.                          | OFFICE EXPENSE            | \$4,810             | \$7,855              |
| 35.                          | POSTAGE                   | \$13,368            | \$14,011             |
| 36.                          | PRINTING                  | \$26,305            | \$23,986             |
| 37.                          | RENT                      | \$63,039            | \$65,736             |
| 38.                          | RETIREMENT                | \$34,656            | \$43,660             |
| 39.                          | EMPLOYEE COMPENSATION     | \$306,694           | \$386,370            |
| 40.                          | TEMPORARY EMPLOYMENT      | \$10,380            | \$9,810              |
| 41.                          | TAXES-PAYROLL             | \$23,462            | \$29,557             |
| 42.                          | TAXES-UNEMP COMP.         | \$4,158             | \$1,000              |
| 43.                          | TAXES-LICENSES            | \$65                | \$62                 |
| 44.                          | TELEPHONE                 | \$28,523            | \$26,008             |
| 45.                          | TRAVEL AND BUS EXPENSE    | \$18,132            | \$20,395             |
| 46.                          | EQUIPMENT MAINTENANCE     | \$4,200             | \$5,170              |
| 47.                          | EMPLOYEE TRNG/DVLMP       | \$1,992             | \$1,000              |
| 48.                          | MEETING EXPENSE           | \$4,080             | \$6,430              |
| 49.                          | MISCELLANEOUS EXP.        | \$200               | \$200                |
| <b>SUBTOTAL-CATEGORY V</b>   |                           | <b>\$768,977</b>    | <b>\$931,518</b>     |
| <b>TOTAL EXPENSES</b>        |                           | <b>\$12,032,249</b> | <b>\$14,784,298</b>  |
| <b>REVENUE LESS EXPENSES</b> |                           | <b>(\$536,034)</b>  | <b>(\$4,416,472)</b> |



Florida  
Telecommunications  
Relay,  
Incorporated

APPENDIX B

## Annual Report 1999 – 2000

T A S A

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## ***I. 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.

### **B. FTRI Mission Statement**

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.

## ***II. Equipment Distribution Program Overview***

### **A. Available Equipment**

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone (TTY)
2. Volume Control Phone for the Hearing Impaired (VCPH)
3. Volume Control Phone for the Speech Impaired (VCPS)
4. Voice Carry-Over Telephone (VCO)
5. Large Visual Display TTY (LVDTTY)
6. TeleBraille TTY (TBTTY)
7. In-Line Amplifier (ILA)
8. Voice Carry-Over / Hearing Carry-Over (VCO / HCO)
9. Tykriphone

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

1. Audible Ring Signaler (ARS)
2. Visual Ring Signaler (VRS)
3. Tactile Ring Signaler (TRS)

## B. Equipment Vendors

The following are vendors who provide specialized telecommunications equipment through contract with FTRI:

| Vendor                | Equipment  |
|-----------------------|------------|
| Ultratec, Inc.        | TTY        |
| Ultratec, Inc.        | LVDTTY     |
| Magnify America       | TBTTY      |
| Ameriphone            | VCPH       |
| Ameriphone            | VCPS       |
| Harris Communications | VCO        |
| Ameriphone            | ILA        |
| Ameriphone            | ARS        |
| Sonic Alert           | VRS        |
| Silent Call           | TRS        |
| Harris Communications | VCO / HCO  |
| Tykris, Inc.          | Tykriphone |

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

| Equipment  | Warranty Period |
|------------|-----------------|
| TTY        | 1 year          |
| LVDTTY     | 1 year          |
| VCPH       | 1 year          |
| VCO        | 1 year          |
| VCO / HCO  | 1 year          |
| ARS        | 1 year          |
| TBTTY      | 2 years         |
| VRS        | 2 years         |
| TRS        | 2 years         |
| Tykriphone | 2 years         |
| VCPS       | 1 year          |
| ILA        | 1 year          |

## C. Distribution

FTRI utilizes a regional distribution system for approximately eighty percent of the state of Florida, with centralized distribution accounting for the remaining twenty percent. FTRI contracted with thirteen non-profit agencies to provide services as Regional Distribution Centers (RDCs).



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

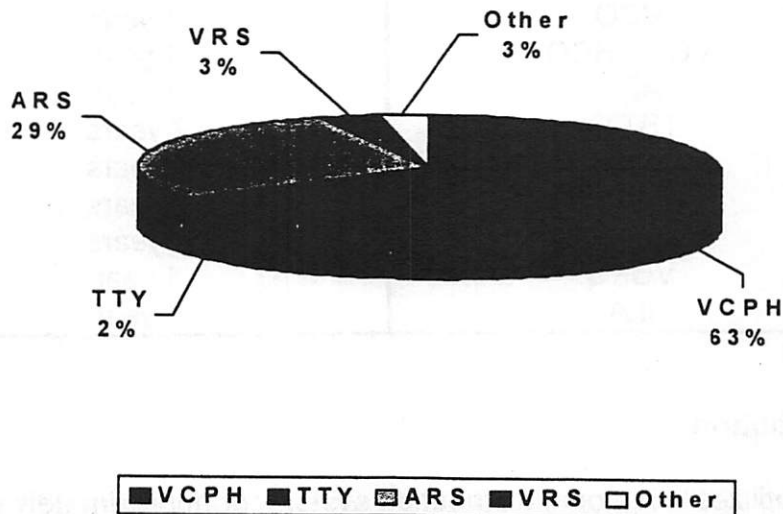
Contracted services were as follows:

1. Distributed specialized telecommunications equipment
2. Trained recipients on the use of the equipment
3. Handled requests for maintenance services
4. Provided follow-up assistance
5. Assisted with outreach and advertising
6. Prepared and submitted weekly, monthly, and quarterly reports

### III. Fiscal Year 1999 - 2000 Program Reports

#### A. Distribution Report

New equipment distributed in fiscal year 1999 – 2000 numbered 40,747\* pieces. The monthly equipment distribution average was 3,396.



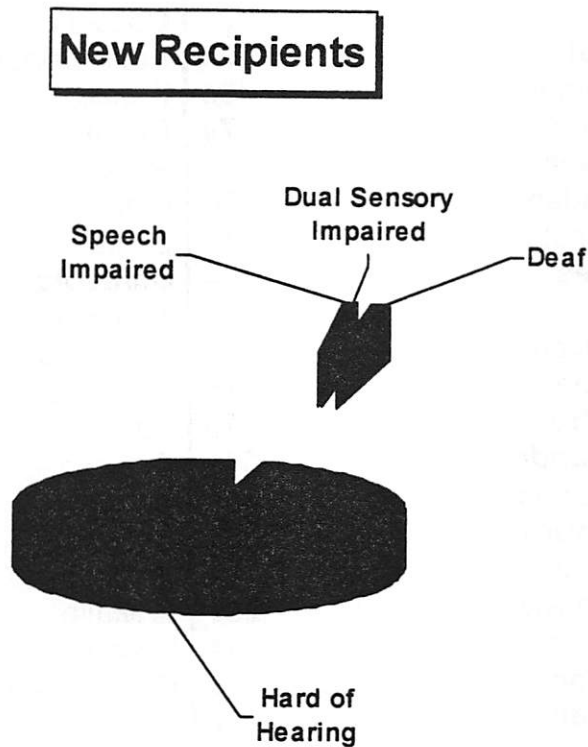
\* Margin of error  $\pm 1\%$

**B. Number of New Recipients by Disability**

FTRI served 23,608 new recipients during the reporting period. The breakdown of recipients is as follows:

| <b>Group</b>          | <b>New Recipients</b> |
|-----------------------|-----------------------|
| Deaf                  | 425                   |
| Hard of Hearing       | 23,011                |
| Speech Impaired       | 135                   |
| Dual Sensory Impaired | 37                    |
| <b>Total</b>          | <b>*23,608</b>        |

\* *The number of new recipients is lower than the amount of distributed new equipment referenced in Section III-A because a significant number of recipients received more than one piece of equipment.*



### C. Number of New Recipients by County

The following is a breakdown of new recipients by county:

| County              | Recipients  | County            | Recipients    |
|---------------------|-------------|-------------------|---------------|
| Alachua             | 227         | Lake              | 584           |
| Baker               | 26          | <b>Lee</b>        | <b>761</b>    |
| Bay                 | 105         | Leon              | 184           |
| Bradford            | 18          | Levy              | 84            |
| <b>Brevard</b>      | <b>643</b>  | Liberty           | 4             |
| <b>Broward</b>      | <b>2149</b> | Madison           | 12            |
| Calhoun             | 10          | <b>Manatee</b>    | <b>601</b>    |
| <b>Charlotte</b>    | <b>667</b>  | Marion            | 601           |
| Citrus              | 474         | Martin            | 250           |
| Clay                | 85          | <b>Monroe</b>     | <b>62</b>     |
| <b>Collier</b>      | <b>198</b>  | Nassau            | 52            |
| Columbia            | 141         | Okaloosa          | 142           |
| <b>Dade</b>         | <b>3278</b> | Okeechobee        | 26            |
| DeSoto              | 21          | <b>Orange</b>     | <b>487</b>    |
| Dixie               | 27          | Osceola           | 193           |
| <b>Duval</b>        | <b>527</b>  | <b>Palm Beach</b> | <b>1971</b>   |
| Escambia            | 436         | <b>Pasco</b>      | <b>980</b>    |
| <b>Flagler</b>      | <b>79</b>   | <b>Pinellas</b>   | <b>1848</b>   |
| Franklin            | 12          | <b>Polk</b>       | <b>635</b>    |
| Gadsden             | 26          | Putnam            | 92            |
| Gilchrist           | 19          | Santa Rosa        | 144           |
| Glades              | 4           | <b>Sarasota</b>   | <b>1109</b>   |
| Gulf                | 12          | <b>Seminole</b>   | <b>197</b>    |
| Hamilton            | 10          | St. Johns         | 110           |
| Hardee              | 15          | St. Lucie         | 253           |
| <b>Hendry</b>       | <b>16</b>   | Sumter            | 125           |
| <b>Hernando</b>     | <b>346</b>  | Suwannee          | 61            |
| Highlands           | 190         | Taylor            | 30            |
| <b>Hillsborough</b> | <b>1082</b> | Union             | 8             |
| Holmes              | 11          | <b>Volusia</b>    | <b>770</b>    |
| Indian River        | 229         | Wakulla           | 23            |
| Jackson             | 44          | Walton            | 36            |
| Jefferson           | 15          | Washington        | 14            |
| Lafayette           | 17          |                   |               |
| <b>Total</b>        |             |                   | <b>23,608</b> |

Counties in **bold** are served by Regional Distribution Centers.

#### D. Number of New Recipients by Age

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

| Age Group    | Recipients    |
|--------------|---------------|
| 4 – 9        | 93            |
| 10 – 19      | 175           |
| 20 – 29      | 183           |
| 30 – 39      | 370           |
| 40 – 49      | 442           |
| 50 – 59      | 951           |
| 60 – 69      | 2754          |
| 70 – 79      | 8162          |
| 80 – 89      | 8239          |
| 90 – 99      | 2135          |
| 100 – 109    | 104           |
| <b>Total</b> | <b>23,608</b> |

More people in the 80 – 89 age group received equipment than those of any other specific age group. Ninety percent of all recipients in fiscal year ended 2000 were 60 years of age or older.

#### E. Complaint Report

A complaint is defined as occurring "...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 that reflects the areas into which FTRI categorized the complaints received by the main office during the fiscal year 1999 - 2000:

| Category        | Number of Complaints | Percent of Total |
|-----------------|----------------------|------------------|
| Administration  | 3                    | 5.26             |
| Equipment       | 15                   | 26.32            |
| Repair Facility | 1                    | 1.75             |
| RDCs            | 15                   | 26.32            |
| Maintenance     | 2                    | 3.51             |
| Training        | 21                   | 36.84            |
| Other           | 0                    | 0                |
| <b>Total</b>    | <b>57</b>            | <b>100.00</b>    |

## **F. Quality Assurance Report**

FTRI maintains a quality assurance system to monitor services as provided by the RDCs and training agencies. Questionnaires are sent monthly to a random selection of clients served by each center.

Approximately twenty percent of clients served by RDCs in a given month are sent quality assurance surveys. Of the approximately 5,900 questionnaires sent for the fiscal year, FTRI received 2,695 responses for a forty-six percent return rate. Ninety-four percent of the responses were positive. All negative responses were forwarded to the RDCs and TAs for follow-up.

## **IV. Fiscal Year 1999 – 2000 Financial Report**

Please refer to Appendix A.

## **V. Conclusion**

During the past fiscal year, distribution of new equipment increased by six percent, with a six percent increase in the overall number of new clients served.

FTRI continues to maintain its status as primarily an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, Training Agency (TA) contractors, and equipment vendors. The FTRI administrative office directly serves approximately twenty percent of Florida's residents who live in non-regionalized areas. Since the inception of the Equipment Distribution Program in 1986, over 203,000 residents have been provided with telecommunications equipment and support services. A new regional distribution center was established in Port Charlotte. This new RDC contributed, in part, to the increase in new clients served.

FTRI has launched a three-year outreach campaign, primarily about the Florida Relay Service, geared to create awareness throughout the state. The focus is on creating and maintaining constant collaboration with the business sector, service providers, educational institutions, medical corporations, and both grass root and professional organizations. FTRI foresees working closely with the new relay provider (Sprint) to coordinate outreach activities. It is anticipated that the FTRI outreach department will be enlarged to accommodate the increasing requests for outreach services and education across the state. FTRI expects these outreach activities to increase the demand for specialized telecommunications equipment and services.

Finally, FTRI looks forward to another successful year of providing specialized telecommunications equipment and services, while continuing to evaluate new technologies that will assist the Deaf, Hard of Hearing, Speech Impaired, and Deaf/Blind residents of Florida.

***Appendix A***

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**FINANCIAL STATEMENTS**  
**WITH INDEPENDENT AUDITORS' REPORT**  
**FISCAL YEAR ENDED JUNE 30, 2000**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**

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***June 30, 2000***

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| STATEMENT OF FINANCIAL POSITION                   | 2           |
| STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS | 3           |
| STATEMENT OF EXPENSES BY CATEGORY                 | 4           |
| STATEMENT OF CASH FLOWS                           | 5           |
| NOTES TO FINANCIAL STATEMENTS                     | 6-7         |



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TONY C. STARACE, CPA, PA

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Tallahassee, Florida 32308  
(850) 422-0080 FAX: (850) 877-4720

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**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, 2000 and the related statements of activities 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, 2000, and the changes in net assets and its cash flows for the year then ended in conformity with generally accepted accounting principles.

Tony C. Starace, CPA



September 29, 2000  
Tallahassee, Florida

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENT OF FINANCIAL POSITION**  
**June 30, 2000**

**ASSETS**

**CURRENT ASSETS**

|                              |               |
|------------------------------|---------------|
| Cash                         | \$10,238,799  |
| Accounts Receivable (Note 1) | 949,926       |
| Prepaid Expenses (Note 1)    | <u>61,625</u> |

**TOTAL CURRENT ASSETS** \$11,250,350

**PROPERTY & EQUIPMENT (Note 1)**

|                                |                  |
|--------------------------------|------------------|
| Office Furniture               | \$ 29,358        |
| Office Equipment               | 117,050          |
| Dual Sensory Equipment         | 71,895           |
| less: Accumulated depreciation | <u>(151,690)</u> |

**NET PROPERTY & EQUIPMENT** 66,613

**OTHER ASSETS** 1,100

**TOTAL ASSETS** \$11,318,063

**LIABILITIES AND NET ASSETS**

**CURRENT LIABILITIES**

|                           |              |
|---------------------------|--------------|
| Accounts Payable (Note 1) | \$ 1,451,397 |
|---------------------------|--------------|

**TOTAL CURRENT LIABILITIES** \$ 1,451,397

**NET ASSETS (Unrestricted)** 9,866,666

**TOTAL LIABILITIES AND NET ASSETS** \$11,318,063

**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, 2000**

|  |                  |                      |
|--|------------------|----------------------|
| <b>REVENUES</b>                                  |                  |                      |
| Surcharge Revenue                                | \$ 11,248,028    |                      |
| Interest   | <u>479,578</u>   |                      |
| TOTAL REVENUES                                   |                  | \$ 11,727,606        |
| <b>EXPENSES</b>                                  |                  |                      |
| <b>Category I - Relay Service</b>                |                  |                      |
| Total - Category I Expenses                      | \$ 7,092,283     |                      |
| <b>Category II - Equipment &amp; Repair</b>      |                  |                      |
| Total - Category II Expenses                     | 3,179,517        |                      |
| <b>Category III - Equipment Distribution</b>     |                  |                      |
| Total - Category III Expenses                    | 1,044,047        |                      |
| <b>Category IV - Outreach</b>                    |                  |                      |
| Total - Category IV Expenses                     | 196,820          |                      |
| <b>Category V - General &amp; Administrative</b> |                  |                      |
| Total - Category V Expenses                      | <u>728,765</u>   |                      |
| TOTAL EXPENSES                                   |                  | <u>\$ 12,241,432</u> |
| EXCESS OF EXPENSES OVER REVENUES                 |                  | (513,826)            |
| <b>EXTRAORDINARY ITEMS</b>                       |                  |                      |
| MCI WorldCom Donation                            | \$ 2,000,000     |                      |
| MCI Liquidated Damages                           | <u>1,285,000</u> |                      |
| TOTAL EXTRAORDINARY ITEMS                        |                  | <u>\$ 3,285,000</u>  |
| NET REVENUES OVER EXPENSES                       |                  | \$ 2,771,174         |
| NET ASSETS, BEGINNING OF YEAR                    |                  | <u>7,095,492</u>     |
| NET ASSETS, END OF YEAR                          |                  | <u>\$ 9,866,666</u>  |

**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, 2000**

**Category I - Relay Service**

DPR Provider \$ 7,092,283

**Category II - Equipment & Repair (Note 1)**

|                                       |               |                  |
|---------------------------------------|---------------|------------------|
| TDD Equipment                         | \$ 340,810    |                  |
| VCP Hearing Impaired Amplifiers       | 2,106,163     |                  |
| VCPH - Level 3                        | 122,536       |                  |
| VCP Speech Impaired                   | 11,614        |                  |
| In-Line Amplifiers                    | 5,343         |                  |
| VCO Telephone                         | 117,394       |                  |
| Signaling Equipment                   | 430,986       |                  |
| Dual Sensory Equipment                | 15,670        |                  |
| Less: Capitalized Portion             | (15,670)      |                  |
| Depreciation (Dual Sensory Equipment) | 7,573         |                  |
| Telecommunications Equipment Repair   | <u>37,098</u> |                  |
| <b>Subtotal - Category II</b>         |               | <b>3,179,517</b> |

**Category III - Equipment Distribution**

|  |               |                  |
|--|---------------|------------------|
| Freight / Telecommunications Equipment | \$ 30,644     |                  |
| Regional Distribution Centers          | 898,331       |                  |
| Workshop Expense                       | 27,796        |                  |
| Equipment Training Expense             | <u>87,276</u> |                  |
| <b>Subtotal - Category III</b>         |               | <b>1,044,047</b> |

**Category IV - Outreach**

Outreach Expense 196,820

**Category V - General & Administrative**

|                              |           |                       |
|------------------------------|-----------|-----------------------|
| Advertising                  | \$ 1,356  |                       |
| Accounting/Auditing          | 12,038    |                       |
| Legal                        | 61,069    |                       |
| Consultation                 | 22,769    |                       |
| Dues and Subscriptions       | 1,158     |                       |
| Furniture & Equip. Purchased | 32,662    |                       |
| Less: Capitalized Portion    | (32,662)  |                       |
| Depreciation                 | 9,746     |                       |
| Office Equipment Lease       | 3,991     |                       |
| Insurance                    | 99,229    |                       |
| Office Expenses              | 8,139     |                       |
| Postage                      | 13,304    |                       |
| Printing                     | 31,994    |                       |
| Rent (Note 2)                | 58,235    |                       |
| Retirement (Note 3)          | 32,600    |                       |
| Employee Compensation        | 281,421   |                       |
| Payroll Taxes                | 21,990    |                       |
| Temporary Employment         | 16,839    |                       |
| Telephone & Fax              | 25,022    |                       |
| Travel and Business Expense  | 18,363    |                       |
| Equipment Maintenance        | 4,175     |                       |
| Employee Training            | 528       |                       |
| Meeting Expense              | 4,737     |                       |
| Miscellaneous Expense        | <u>62</u> |                       |
| <b>Subtotal - Category V</b> |           | <b><u>728,765</u></b> |

**TOTAL EXPENSES**

**\$ 12,241,432**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENT OF CASH FLOWS**  
*For The Year Ended June 30, 2000*

INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS

CASH FLOWS FROM OPERATING ACTIVITIES:

|  |               |            |
|--|---------------|------------|
| Cash Received from Surcharge Revenue               | \$ 11,427,758 |            |
| Cash Paid for Goods and Services                   | (11,614,094)  |            |
| Interest Income                                    | 479,578       |            |
| Rounding Adjustment                                | <u>(2)</u>    |            |
| NET CASH PROVIDED BY OPERATING ACTIVITIES (NOTE 4) |               | \$ 293,240 |

CASH FLOWS FROM INVESTING ACTIVITIES:

|                                       |                    |             |
|---------------------------------------|--------------------|-------------|
| Cash Paid to Acquire Fixed Assets     | <u>\$ (48,332)</u> |             |
| NET CASH USED IN INVESTING ACTIVITIES |                    | \$ (48,332) |

CASH FLOWS FROM EXTRAORDINARY ITEMS:

|  |                  |                     |
|--|------------------|---------------------|
| MCI WorldCom Donation                    | \$ 2,000,000     |                     |
| MCI Liquidated Damages                   | <u>1,285,000</u> |                     |
| NET CASH PROVIDED BY EXTRAORDINARY ITEMS |                  | <u>\$ 3,285,000</u> |

NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS 3,529,908

CASH AND CASH EQUIVALENTS AT THE BEGINNING OF YEAR 6,708,891

CASH AND CASH EQUIVALENTS AT THE END OF YEAR \$ 10,238,799

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

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
*June 30, 2000*

**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.*

**Use of Estimates:**

*The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.*

**NOTE 2 - LEASE**

*On November 13, 1998 the Organization modified the current operating lease agreement for additional office space, effective December 1, 1998. This lease was renewed for one year and expires May 31, 2001. Future minimum lease payments are: July 1, 2000 to June 30, 2001 - \$56,700.*

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
*June 30, 2000*

**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 quarterly 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>              |               | \$ (513,826)                 |
| <br><i>Items not requiring cash</i>                  |               |                              |
| <i>Decrease in Accounts Receivable</i>               | \$ 179,730    |                              |
| <i>Increase in Prepaid Expenses</i>                  | (19,572)      |                              |
| <i>Increase in Accounts Payable</i>                  | 629,589       |                              |
| <i>Depreciation</i>                                  | <u>17,319</u> |                              |
| <i>Net of items not requiring cash</i>               |               | <u>807,066</u>               |
| <br><b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b> |               | <br><b><u>\$ 293,240</u></b> |

*Disclosure of Accounting Policy:*

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

**NOTE 5 - CONCENTRATION OF RISK**

*Florida Telecommunications Relay, Inc. maintains bank accounts at two banks. Accounts at each institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$100,000. Cash at these institution exceeded Federally insured limits. At June 30, 2000 FTR's uninsured cash balances total \$10,038,799.*

**ANNUAL REPORT**  
**JUNE 1, 1999 - MAY 31, 2000**





Florida Relay Service - June 1999 thru May 2000 vs. June 1998 thru May 1999

Monthly Incoming Calls

BDR - Report 1

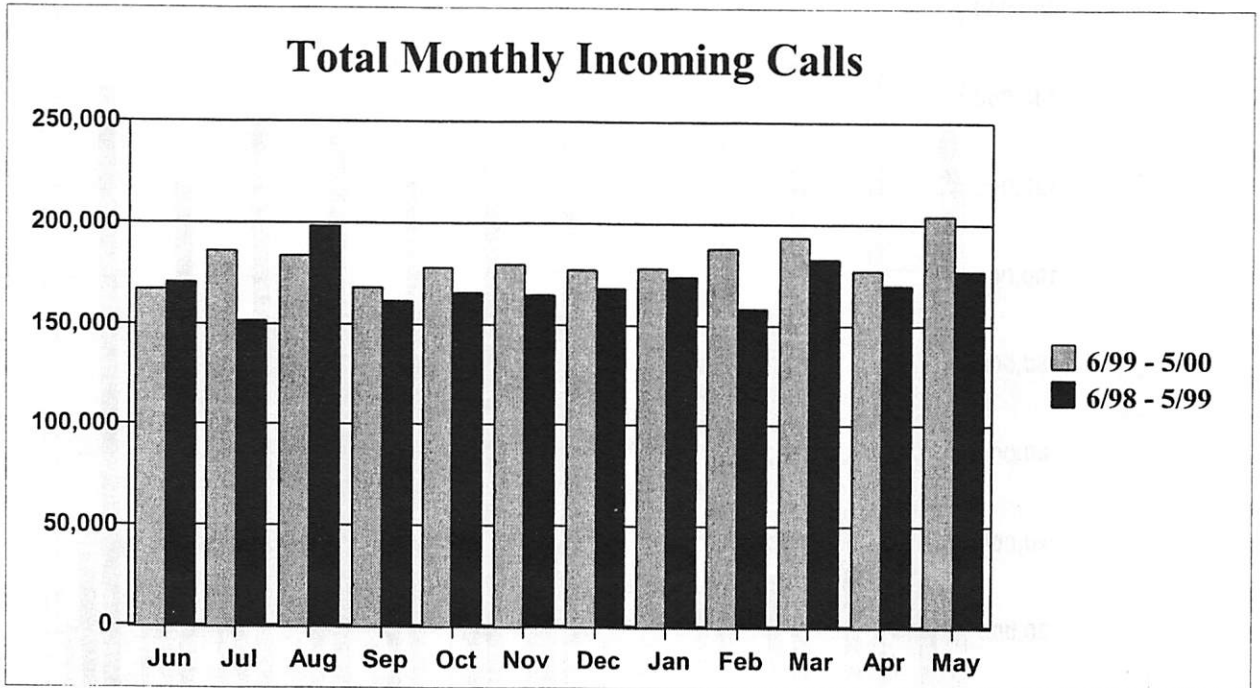
June 1999 - May 2000

June 1998 - May 1999

| Total Incoming Calls |                  |
|----------------------|------------------|
| Jun                  | 167,089          |
| Jul                  | 186,338          |
| Aug                  | 183,280          |
| Sep                  | 168,192          |
| Oct                  | 177,812          |
| Nov                  | 179,700          |
| Dec                  | 176,831          |
| Jan                  | 177,677          |
| Feb                  | 187,692          |
| Mar                  | 193,161          |
| Apr                  | 177,217          |
| May                  | 204,474          |
| <b>Total</b>         | <b>2,179,463</b> |

| Total Incoming Calls |                  |
|----------------------|------------------|
| Jun                  | 170,176          |
| Jul                  | 151,443          |
| Aug                  | 198,230          |
| Sep                  | 161,488          |
| Oct                  | 165,496          |
| Nov                  | 164,925          |
| Dec                  | 167,739          |
| Jan                  | 173,585          |
| Feb                  | 157,857          |
| Mar                  | 183,039          |
| Apr                  | 169,855          |
| May                  | 177,141          |
| <b>Total</b>         | <b>2,040,974</b> |

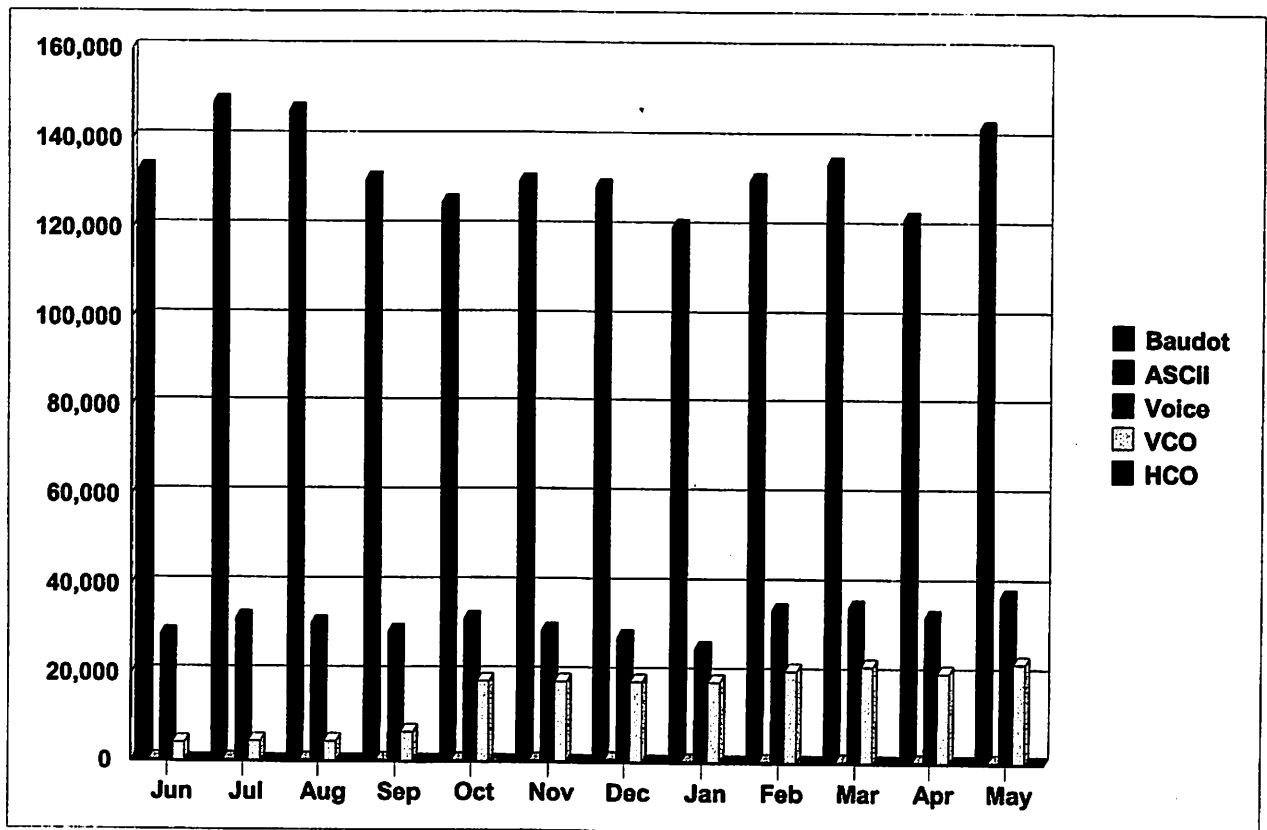
**.9% increase in volume over the previous year.**



Florida Relay Service - June 1999 thru May 2000

Monthly Incoming Calls by Type  
 (Baudot, ASCII, Voice, VCO and HCO)  
 BDR - Report 1

|              | Incoming<br>Baudot | Incoming<br>ASCII | Incoming<br>Voice | Incoming<br>VCO | Incoming<br>HCO | Total<br>Incoming |
|--------------|--------------------|-------------------|-------------------|-----------------|-----------------|-------------------|
| Jun          | 133,134            | 629               | 28,764            | 4,510           | 52              | 167,089           |
| Jul          | 148,353            | 641               | 32,467            | 4,823           | 54              | 186,338           |
| Aug          | 146,597            | 447               | 31,216            | 4,996           | 24              | 183,280           |
| Sep          | 131,155            | 466               | 29,482            | 7,057           | 32              | 168,192           |
| Oct          | 126,186            | 519               | 32,495            | 18,505          | 107             | 177,812           |
| Nov          | 130,594            | 622               | 29,813            | 18,577          | 94              | 179,700           |
| Dec          | 129,516            | 1,002             | 28,491            | 18,430          | 238             | 177,677           |
| Jan          | 120,561            | 509               | 25,928            | 18,346          | 206             | 165,550           |
| Feb          | 131,205            | 508               | 34,639            | 21,064          | 276             | 187,692           |
| Mar          | 134,831            | 586               | 35,489            | 21,985          | 270             | 193,161           |
| Apr          | 122,650            | 472               | 33,180            | 20,691          | 224             | 177,217           |
| May          | 143,139            | 498               | 37,945            | 22,713          | 179             | 204,474           |
| <b>Total</b> | <b>1,475,271</b>   | <b>6,427</b>      | <b>346,729</b>    | <b>161,006</b>  | <b>1,532</b>    | <b>1,990,965</b>  |

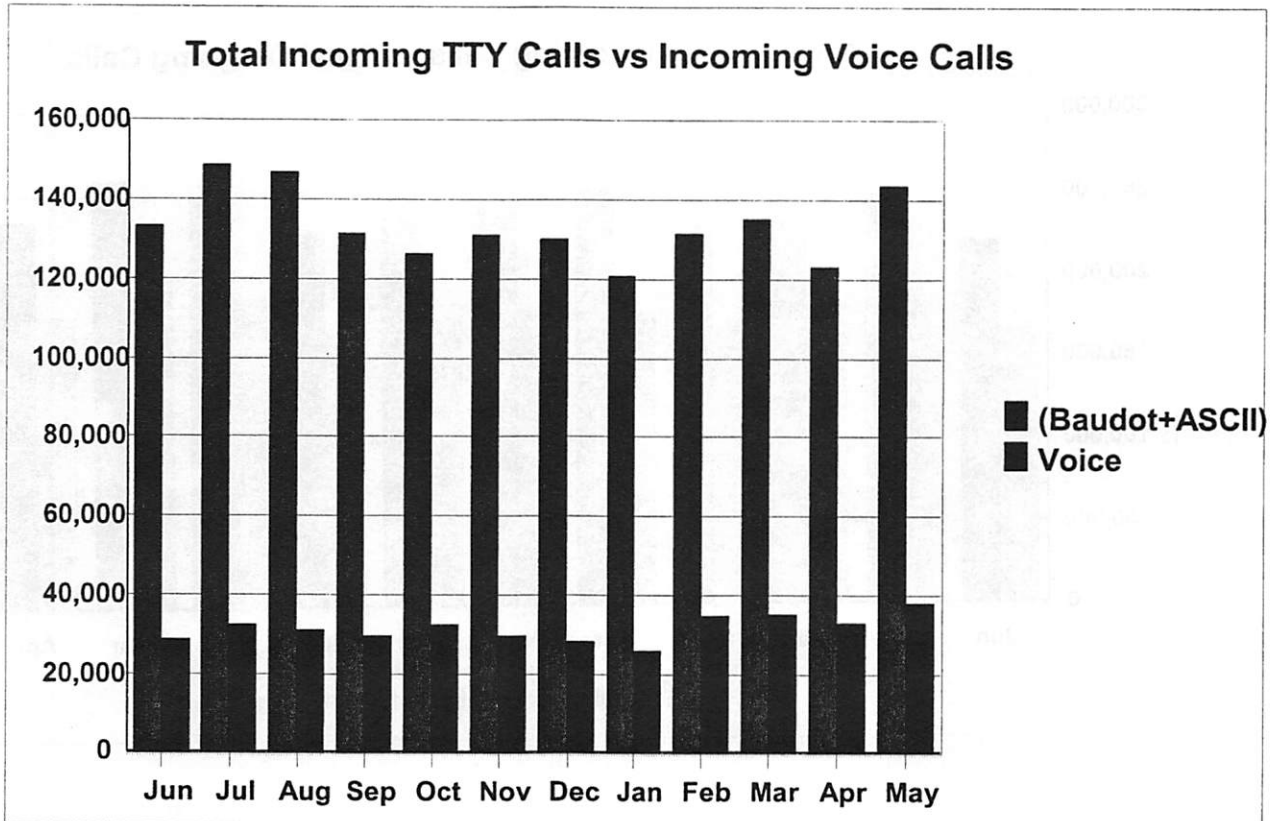


Florida Relay Service - June 1999 thru May 2000

Monthly Incoming Calls - TTY vs Voice

BDR - Report 1

|              | Incoming TTY<br>(Baudot+ASCII) | Incoming<br>Voice |
|--------------|--------------------------------|-------------------|
| Jun          | 133,763                        | 28,764            |
| Jul          | 148,994                        | 32,467            |
| Aug          | 147,044                        | 31,216            |
| Sep          | 131,621                        | 29,482            |
| Oct          | 126,705                        | 32,495            |
| Nov          | 131,216                        | 29,813            |
| Dec          | 130,518                        | 28,491            |
| Jan          | 121,070                        | 25,928            |
| Feb          | 131,713                        | 34,639            |
| Mar          | 135,417                        | 35,489            |
| Apr          | 123,122                        | 33,180            |
| May          | 143,637                        | 37,945            |
| <b>Total</b> | <b>1,604,820</b>               | <b>379,909</b>    |

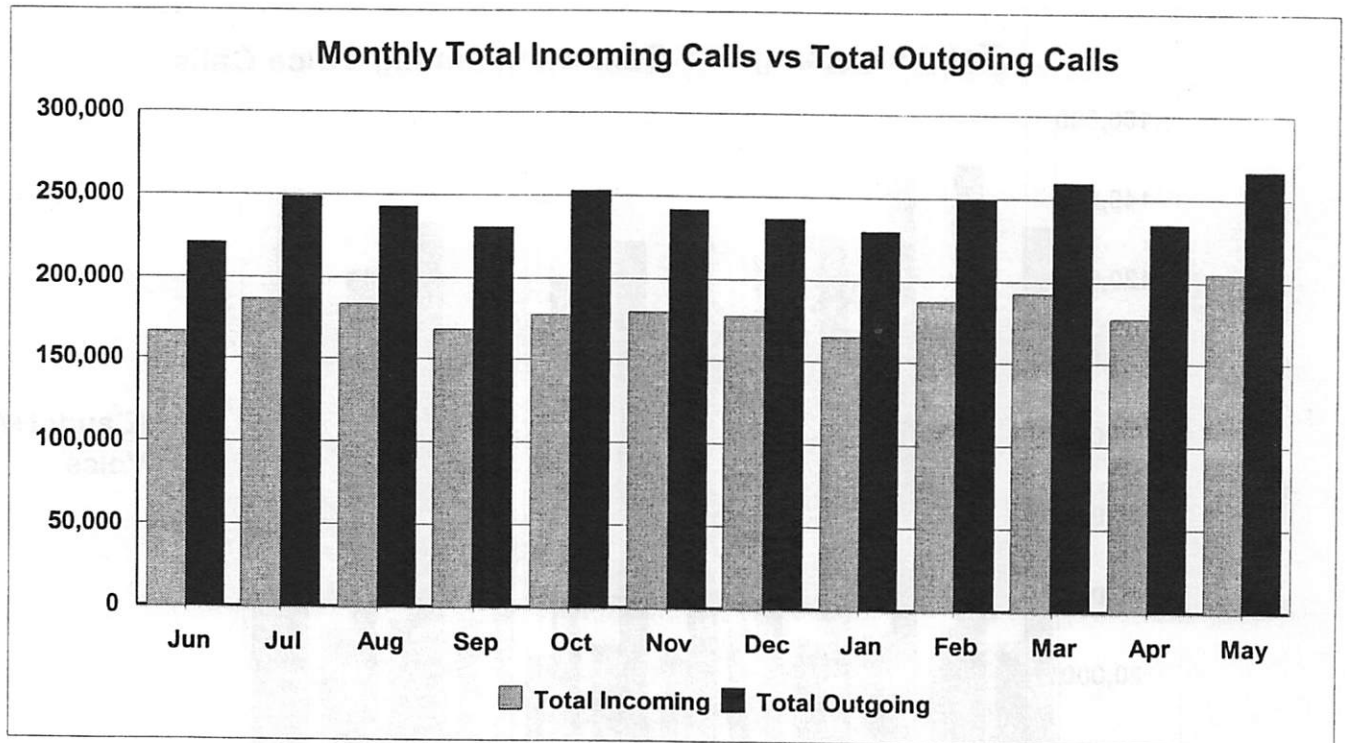


Florida Relay Service - June 1999 thru May 2000

Monthly Incoming and Outgoing Calls

BDR - Report 1

|              | Total Incoming   | Incomplete Outgoing | Complete Outgoing | Total Outgoing   |
|--------------|------------------|---------------------|-------------------|------------------|
| Jun          | 167,089          | 63,639              | 157,244           | 220,883          |
| Jul          | 186,338          | 71,299              | 178,089           | 249,388          |
| Aug          | 183,280          | 73,162              | 170,286           | 243,448          |
| Sep          | 168,192          | 72,901              | 158,139           | 231,040          |
| Oct          | 177,812          | 95,176              | 157,675           | 252,851          |
| Nov          | 179,700          | 90,836              | 151,393           | 242,229          |
| Dec          | 177,677          | 86,942              | 150,202           | 237,144          |
| Jan          | 165,550          | 81,109              | 148,832           | 229,941          |
| Feb          | 187,692          | 79,654              | 170,246           | 249,900          |
| Mar          | 193,161          | 79,823              | 180,573           | 260,396          |
| Apr          | 177,217          | 71,318              | 163,329           | 234,647          |
| May          | 204,474          | 83,986              | 182,869           | 266,855          |
| <b>Total</b> | <b>2,168,182</b> | <b>949,845</b>      | <b>1,968,877</b>  | <b>2,918,722</b> |

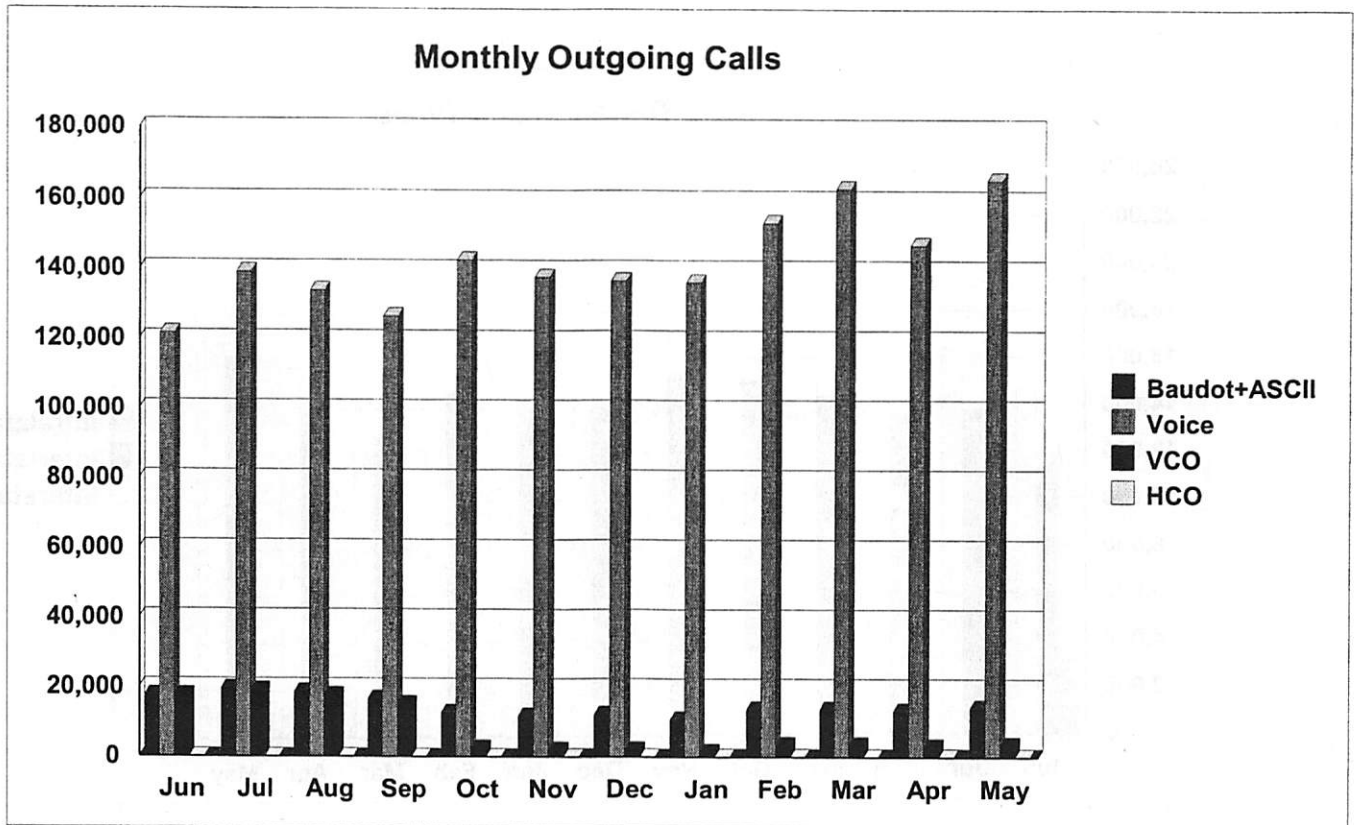


Florida Relay Service - June 1999 thru May 2000

Monthly Outgoing Calls

BDR - Report 1

|              | Outgoing Baudot | Outgoing ASCII | Total Outgoing Baudot+ASCII | Outgoing Voice   | Outgoing VCO  | Outgoing HCO | Outgoing Complete | Outgoing Incomplete | Total Outgoing   |
|--------------|-----------------|----------------|-----------------------------|------------------|---------------|--------------|-------------------|---------------------|------------------|
| Jun          | 17,724          | 25             | 17,749                      | 121,393          | 17,951        | 171          | 157,264           | 63,639              | 220,903          |
| Jul          | 19,558          | 29             | 19,587                      | 139,084          | 19,238        | 180          | 178,089           | 71,299              | 249,388          |
| Aug          | 18,618          | 61             | 18,679                      | 133,452          | 17,945        | 210          | 170,286           | 73,162              | 243,448          |
| Sep          | 16,175          | 528            | 16,703                      | 126,252          | 15,138        | 46           | 158,139           | 72,901              | 231,040          |
| Oct          | 11,850          | 1,009          | 12,859                      | 142,189          | 2,608         | 19           | 157,675           | 95,176              | 252,851          |
| Nov          | 11,742          | 212            | 11,954                      | 137,430          | 2,003         | 6            | 151,393           | 90,836              | 242,229          |
| Dec          | 12,107          | 106            | 12,213                      | 136,354          | 2,390         | 13           | 150,202           | 86,942              | 237,144          |
| Jan          | 11,097          | 36             | 11,133                      | 135,934          | 1,754         | 11           | 148,832           | 81,109              | 229,941          |
| Feb          | 13,889          | 62             | 13,951                      | 152,806          | 3,475         | 14           | 170,246           | 79,654              | 249,900          |
| Mar          | 14,031          | 48             | 14,079                      | 162,679          | 3,806         | 9            | 180,573           | 79,823              | 260,396          |
| Apr          | 13,297          | 39             | 13,336                      | 146,712          | 3,273         | 8            | 163,329           | 71,318              | 234,647          |
| May          | 14,203          | 34             | 14,237                      | 165,035          | 3,584         | 13           | 182,869           | 83,986              | 266,855          |
| <b>Total</b> | <b>174,291</b>  | <b>2,189</b>   | <b>176,480</b>              | <b>1,699,320</b> | <b>93,165</b> | <b>700</b>   | <b>1,968,897</b>  | <b>949,845</b>      | <b>2,918,742</b> |

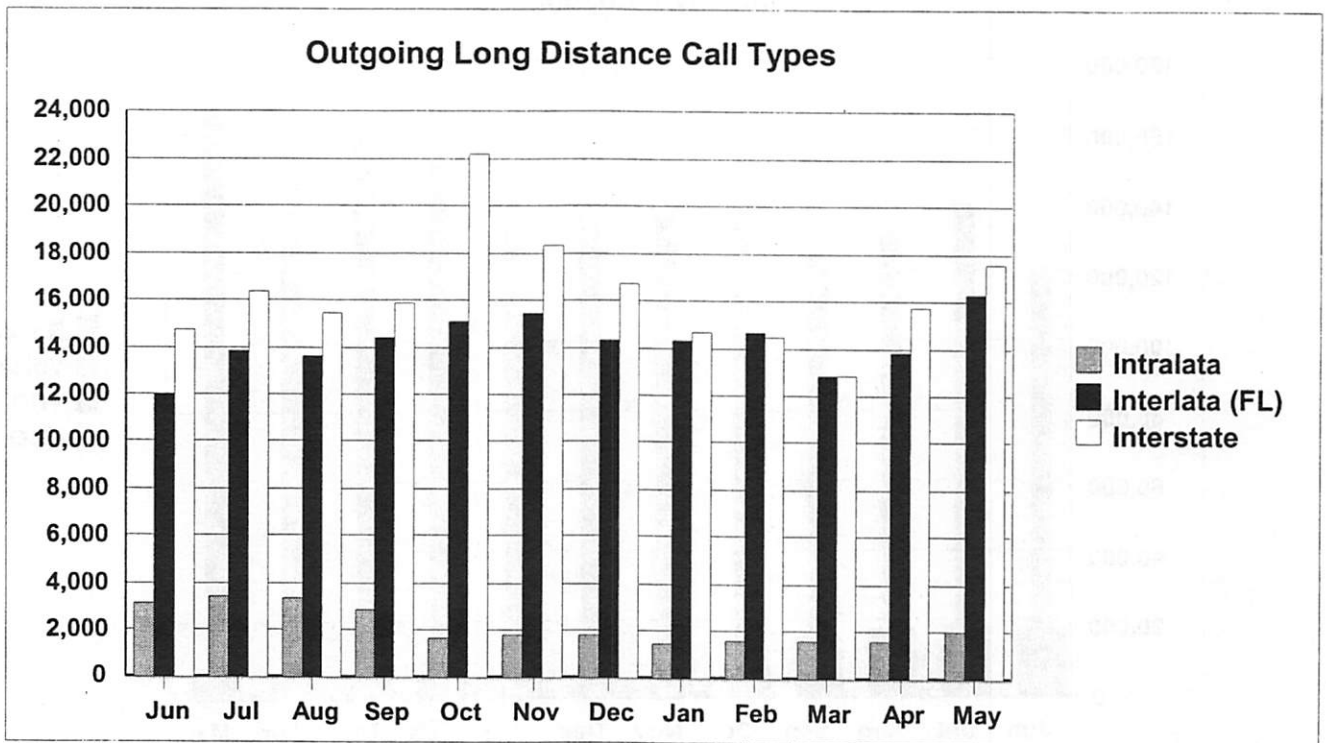


Florida Relay Service - June 1999 thru May 2000

Monthly Outgoing Call Types

BDR - Report 3

|              | Local            | Intralata     | Interlata (FL) | Interstate     | 800 Calls      | Misc. (COC,<br>Dir Assistance,<br>(Internat'l) | Total<br>Outgoing |
|--------------|------------------|---------------|----------------|----------------|----------------|--|-------------------|
| Jun          | 174,181          | 3,133         | 12,020         | 14,711         | 20,586         | 1,642  | 226,273           |
| Jul          | 191,384          | 3,408         | 13,799         | 16,346         | 22,433         | 2,018  | 249,388           |
| Aug          | 186,916          | 3,324         | 13,635         | 15,473         | 22,791         | 1,309  | 243,448           |
| Sep          | 175,342          | 2,861         | 14,404         | 15,860         | 21,158         | 1,414  | 231,039           |
| Oct          | 191,895          | 1,689         | 15,076         | 22,185         | 20,548         | 1,456  | 252,849           |
| Nov          | 181,636          | 1,761         | 15,444         | 18,336         | 20,566         | 1,285  | 239,028           |
| Dec          | 182,039          | 1,813         | 14,305         | 16,734         | 20,484         | 1,187  | 236,562           |
| Jan          | 176,072          | 1,429         | 14,340         | 14,691         | 22,364         | 1,040  | 229,936           |
| Feb          | 181,158          | 1,558         | 14,641         | 14,482         | 21,708         | 1,121  | 234,668           |
| Mar          | 167,236          | 1,586         | 12,811         | 12,836         | 20,004         | 1,207  | 215,680           |
| Apr          | 180,396          | 1,564         | 13,845         | 15,756         | 21,947         | 1,133  | 234,641           |
| May          | 203,276          | 2,012         | 16,281         | 17,530         | 26,533         | 1,214  | 266,846           |
| <b>Total</b> | <b>2,000,147</b> | <b>22,730</b> | <b>156,802</b> | <b>178,594</b> | <b>238,689</b> | <b>14,008</b>                                  | <b>2,610,970</b>  |

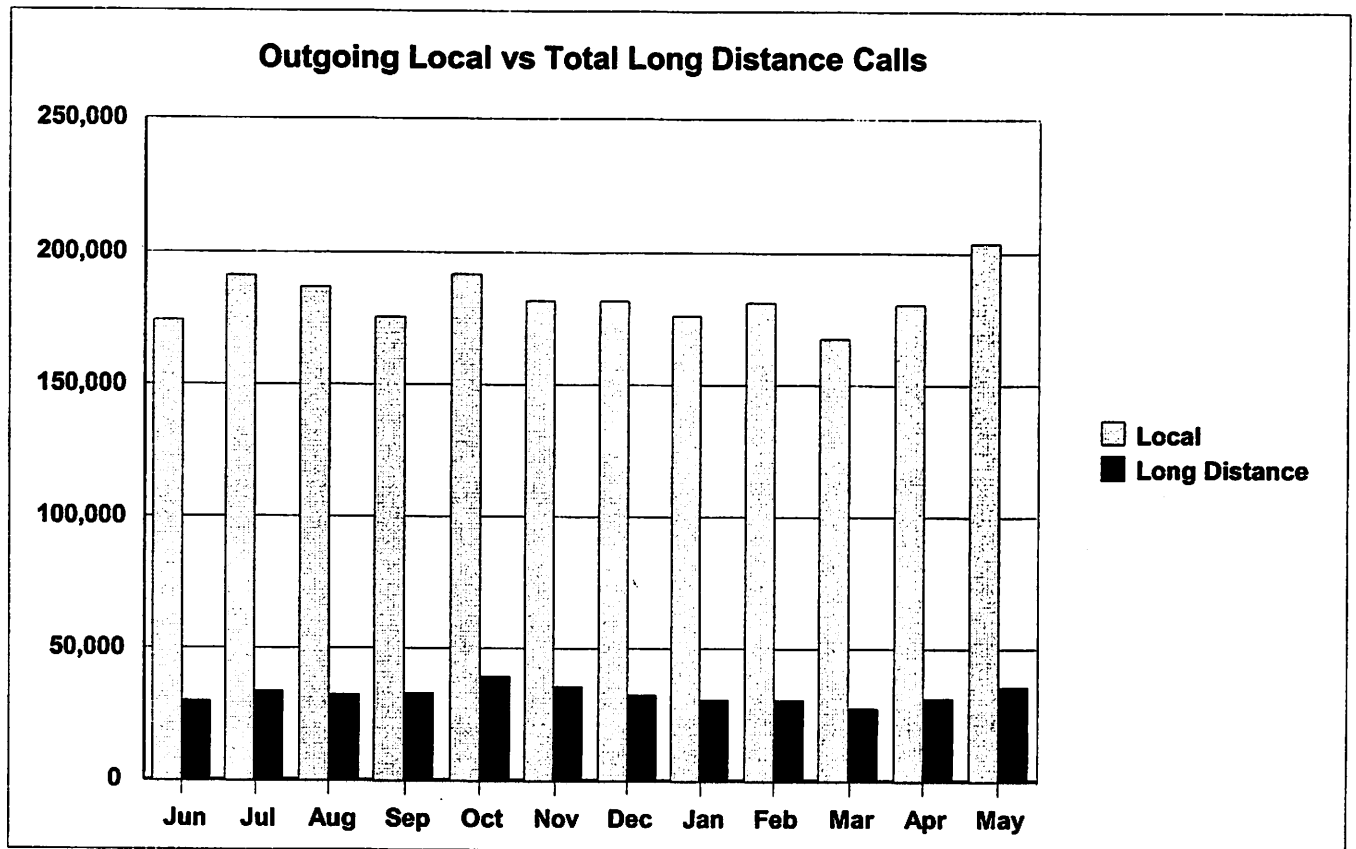


Florida Relay Service - June 1999 thru May 2000

Monthly Outgoing Call Types - Local Calls vs Long Distance Calls

BDR - Report 3

|              | Local            | Intralata     | Interlata/<br>Intrastate | Interstate     | International | Long Distance | Total          |
|--------------|------------------|---------------|--------------------------|----------------|---------------|---------------|----------------|
| Jun          | 174,181          | 3,133         | 12,020                   | 14,711         | 132           |               | 29,996         |
| Jul          | 191,384          | 3,408         | 13,799                   | 16,346         | 393           |               | 33,946         |
| Aug          | 186,916          | 3,324         | 13,635                   | 15,473         | 297           |               | 32,729         |
| Sep          | 175,342          | 2,861         | 14,404                   | 15,860         | 234           |               | 33,359         |
| Oct          | 191,895          | 1,689         | 15,076                   | 22,185         | 331           |               | 39,281         |
| Nov          | 181,636          | 1,761         | 15,444                   | 18,336         | 386           |               | 35,927         |
| Dec          | 182,039          | 1,813         | 14,305                   | 16,734         | 132           |               | 32,984         |
| Jan          | 176,072          | 1,429         | 14,340                   | 14,691         | 125           |               | 30,585         |
| Feb          | 181,158          | 1,558         | 14,641                   | 14,485         | 194           |               | 30,878         |
| Mar          | 167,236          | 1,586         | 12,811                   | 12,836         | 314           |               | 27,547         |
| Apr          | 180,396          | 1,564         | 13,845                   | 15,756         | 214           |               | 31,379         |
| May          | 203,276          | 2,012         | 16,281                   | 17,530         | 232           |               | 36,055         |
| <b>Total</b> | <b>2,000,147</b> | <b>22,730</b> | <b>156,802</b>           | <b>178,597</b> | <b>2,591</b>  |               | <b>360,720</b> |

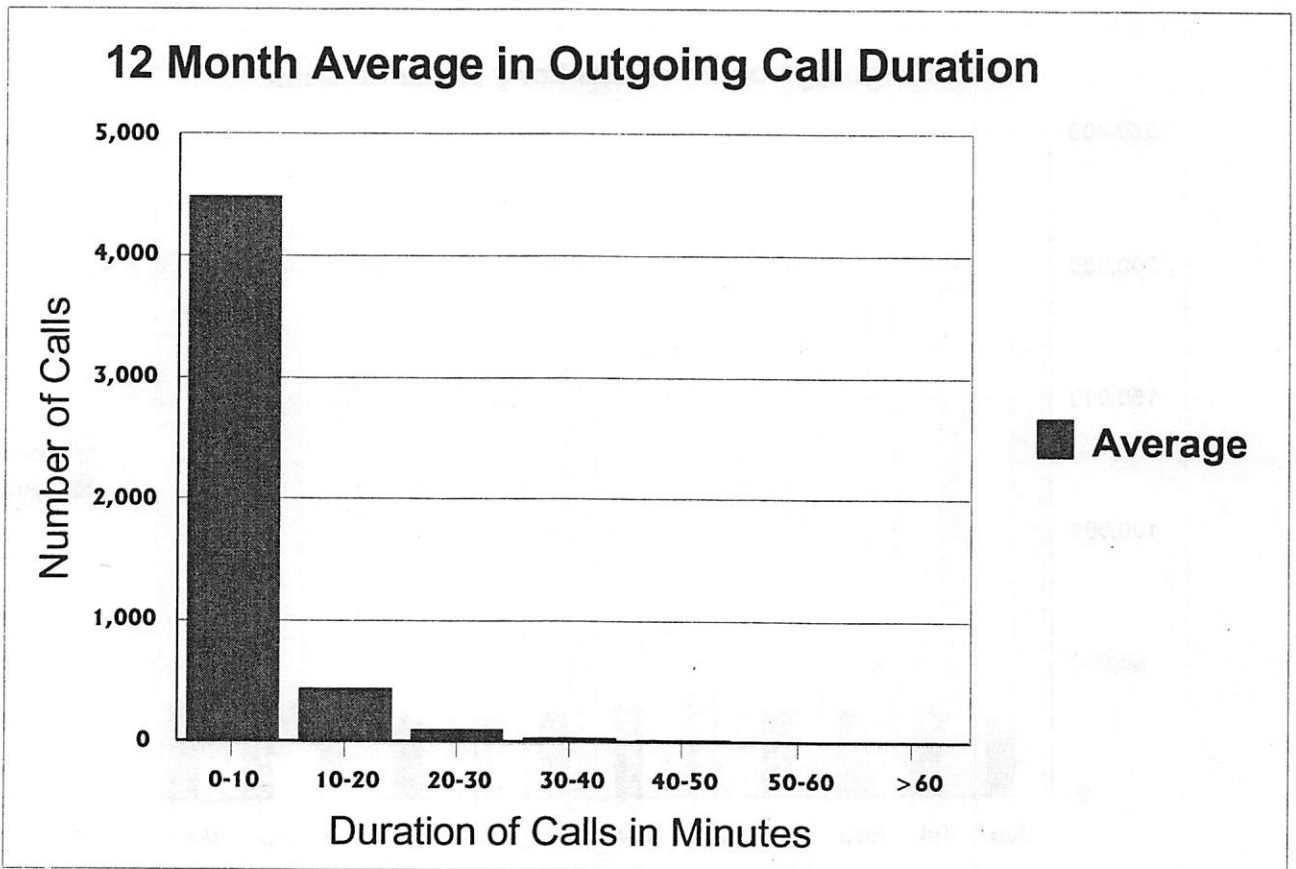


Florida Relay Service - June 1999 thru May 2000

Completed Outgoing Call Distribution - In Daily Average Minutes

BDR - Report 4A

|                | In Minutes   |            |            |           |           |          |          |
|----------------|--------------|------------|------------|-----------|-----------|----------|----------|
|                | 0-10         | 10-20      | 20-30      | 30-40     | 40-50     | 50-60    | >60      |
| Jun            | 4,564        | 461        | 105        | 33        | 13        | 6        | 7        |
| Jul            | 4,752        | 467        | 110        | 38        | 15        | 7        | 8        |
| Aug            | 4,686        | 459        | 112        | 36        | 15        | 6        | 8        |
| Sep            | 4,656        | 447        | 105        | 36        | 14        | 6        | 8        |
| Oct            | 4,480        | 438        | 107        | 35        | 14        | 6        | 7        |
| Nov            | 4,179        | 399        | 96         | 31        | 15        | 6        | 6        |
| Dec            | 4,289        | 401        | 100        | 31        | 13        | 6        | 7        |
| Jan            | 4,364        | 433        | 104        | 33        | 14        | 7        | 6        |
| Feb            | 4,395        | 439        | 104        | 34        | 14        | 6        | 7        |
| Mar            | 3,947        | 403        | 97         | 31        | 13        | 5        | 7        |
| Apr            | 4,784        | 473        | 116        | 40        | 17        | 7        | 9        |
| May            | 4,867        | 488        | 116        | 39        | 16        | 7        | 8        |
| <b>Average</b> | <b>4,497</b> | <b>442</b> | <b>106</b> | <b>35</b> | <b>14</b> | <b>6</b> | <b>7</b> |





**Florida Relay Service Traffic Report**

**June - September, 2000**

**TO:**

FL Public Services Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

**FROM:**

Robert Giuntoli  
Sprint  
222 W. Coleman Blvd., Suite 114  
Mt. Pleasant, SC 29464

2000      Jan      Feb      Mar      Apr      May      Jun      Jul      Aug      Sept      Oct      Nov      Dec

**NUMBER OF CALLS BY CALLING DEVICE**

|              | 2000 | Jan | Feb | Mar | Apr | May | Jun            | Jul            | Aug            | Sept           | Oct      | Nov      | Dec      | TOTAL            |
|--------------|------|-----|-----|-----|-----|-----|----------------|----------------|----------------|----------------|----------|----------|----------|------------------|
| TTY-Baudot   |      |     |     |     |     |     | 208,995        | 208,937        | 210,023        | 217,707        |          |          |          | 845,662          |
| ASCII        |      |     |     |     |     |     | 1,104          | 1,511          | 1,358          | 1,081          |          |          |          | 5,054            |
| Voice        |      |     |     |     |     |     | 32,419         | 31,579         | 32,595         | 40,277         |          |          |          | 136,870          |
| VCO          |      |     |     |     |     |     | 5,534          | 7,192          | 8,568          | 10,172         |          |          |          | 31,466           |
| HCO          |      |     |     |     |     |     | 25             | 282            | 128            | 141            |          |          |          | 576              |
| D/B Baudot   |      |     |     |     |     |     | 25             | 3              | 0              | 3              |          |          |          |                  |
| D/B ASCII    |      |     |     |     |     |     | 0              | 0              | 0              | 151            |          |          |          |                  |
| <b>Total</b> |      |     |     |     |     |     | <b>248,102</b> | <b>249,504</b> | <b>252,672</b> | <b>269,532</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>1,019,810</b> |

**PERCENTAGE OF CALLS BY CALLING DEVICE**

|              | 2000 | Jan | Feb | Mar | Apr | May | Jun         | Jul         | Aug         | Sept        | Oct       | Nov       | Dec       | AVERAGE |
|--------------|------|-----|-----|-----|-----|-----|-------------|-------------|-------------|-------------|-----------|-----------|-----------|---------|
| TTY-Baudot   |      |     |     |     |     |     | 84.24%      | 83.74%      | 83.12%      | 80.77%      |           |           |           | 82.97%  |
| ASCII        |      |     |     |     |     |     | 0.44%       | 0.61%       | 0.54%       | 0.40%       |           |           |           | 0.50%   |
| Voice        |      |     |     |     |     |     | 13.07%      | 12.66%      | 12.90%      | 14.94%      |           |           |           | 13.39%  |
| VCO          |      |     |     |     |     |     | 2.23%       | 2.88%       | 3.39%       | 3.77%       |           |           |           |         |
| HCO          |      |     |     |     |     |     | 0.01%       | 0.11%       | 0.05%       | 0.05%       |           |           |           |         |
| D/B Baudot   |      |     |     |     |     |     | 0.01%       | 0.00%       | 0.00%       | 0.00%       |           |           |           |         |
| D/B ASCII    |      |     |     |     |     |     | 0.00%       | 0.00%       | 0.00%       | 0.06%       |           |           |           |         |
| <b>Total</b> |      |     |     |     |     |     | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> |         |

**TOTAL NUMBERS OF RELAYED CALLS**

|                      | 2000 | Jan | Feb | Mar | Apr | May | Jun            | Jul            | Aug            | Sept           | Oct      | Nov      | Dec      | TOTAL          |
|----------------------|------|-----|-----|-----|-----|-----|----------------|----------------|----------------|----------------|----------|----------|----------|----------------|
| Local                |      |     |     |     |     |     | 191,363        | 192,418        | 197,822        | 189,266        |          |          |          | 770,869        |
| Intrastate Intralata |      |     |     |     |     |     | 3,861          | 3,966          | 3,348          | 3,248          |          |          |          | 14,423         |
| Intrastate Interlata |      |     |     |     |     |     | 12,161         | 12,379         | 12,240         | 10,589         |          |          |          | 47,369         |
| Interstate           |      |     |     |     |     |     | 15,431         | 16,349         | 15,093         | 14,691         |          |          |          | 61,564         |
| General Assistance   |      |     |     |     |     |     | 136            | 192            | 172            | 137            |          |          |          | 637            |
| Toll Free            |      |     |     |     |     |     | 23,787         | 23,060         | 22,728         | 22,218         |          |          |          | 91,793         |
| Directory Assistance |      |     |     |     |     |     | 1,007          | 860            | 1,008          | 945            |          |          |          | 3,820          |
| 900                  |      |     |     |     |     |     | -              | -              | -              | -              |          |          |          | -              |
| International        |      |     |     |     |     |     | 356            | 280            | 260            | 268            |          |          |          | 1,164          |
| Marine               |      |     |     |     |     |     | -              | -              | -              | -              |          |          |          | -              |
| Other                |      |     |     |     |     |     | -              | -              | 1              | -              |          |          |          | 1              |
| <b>Total</b>         |      |     |     |     |     |     | <b>248,102</b> | <b>249,504</b> | <b>252,672</b> | <b>241,362</b> | <b>-</b> | <b>-</b> | <b>-</b> | <b>991,640</b> |

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APPENDIX D

**Florida Relay Service Traffic Report**

**June - September, 2000**

**TO:**

**FL Public Services Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399**

**FROM:**

**Robert Giuntoli  
Sprint  
222 W. Coleman Blvd., Suite 114  
Mt. Pleasant, SC 29464**

2000 Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

| MINUTES OF SERVICE       |  |  |  |  |  |           |           |           |           | TOTAL |           |
|--------------------------|--|--|--|--|--|-----------|-----------|-----------|-----------|-------|-----------|
| Total Session Minutes    |  |  |  |  |  | 1,154,211 | 1,141,812 | 1,169,164 | 1,101,778 |       | 4,566,965 |
| Interstate               |  |  |  |  |  | 82,894    | 85,612    | 84,267    | 81,591    |       | 334,364   |
| International            |  |  |  |  |  | 1,125     | 1,274     | 1,456     | 785       |       | 4,640     |
| 800 Toll Free            |  |  |  |  |  | 117,227   | 105,832   | 107,809   | 106,242   |       | 437,110   |
| 900                      |  |  |  |  |  | -         | 9         | 15        | 10        |       |           |
| Interstate Dir. Asst.    |  |  |  |  |  | 498       | 206       | 110       | 106       |       | 920       |
| Billable Session Minutes |  |  |  |  |  | 952,487   | 948,879   | 975,507   | 913,044   |       | 3,789,897 |

| NUMBER OF CALLS TO RELAY |  |  |  |  |  |         |         |         |         | TOTAL |         |
|--------------------------|--|--|--|--|--|---------|---------|---------|---------|-------|---------|
| Offered                  |  |  |  |  |  | 180,936 | 178,819 | 187,763 | 177,885 |       | 725,403 |
| Answered                 |  |  |  |  |  | 179,561 | 177,974 | 184,921 | 174,871 |       | 717,327 |
| In Queue                 |  |  |  |  |  | 180,936 | 178,819 | 187,763 | 177,885 |       | 725,403 |
| Abandoned In Queue       |  |  |  |  |  | 1,375   | 845     | 2,842   | 3,014   |       | 8,076   |
| Weekend                  |  |  |  |  |  | 6,360   | 6,319   | 6,141   | 6,541   |       | 25,361  |
| Weekday                  |  |  |  |  |  | 10,252  | 10,137  | 10,164  | 10,031  |       | 40,584  |
| Inbound                  |  |  |  |  |  | 179,561 | 177,974 | 184,921 | 174,871 |       | 717,327 |
| Sequences                |  |  |  |  |  | 68,541  | 71,530  | 67,751  | 94,661  |       | 302,483 |
| Sequences in %           |  |  |  |  |  | 27.6%   | 28.7%   | 26.8%   | 35.1%   |       | 118.2%  |

| AVERAGE LENGTH OF CALL IN MINUTES |  |  |  |  |  |      |      |      |      | AVERAGE |      |
|-----------------------------------|--|--|--|--|--|------|------|------|------|---------|------|
| Inbound                           |  |  |  |  |  | 6.42 | 6.41 | 6.32 | 6.30 |         | 6.36 |
| Outbound                          |  |  |  |  |  | 4.65 | 4.57 | 4.62 | 4.56 |         | 4.60 |

| SPEED OF ANSWER |  |  |  |  |  |       |       |       |       | AVERAGE |       |
|-----------------|--|--|--|--|--|-------|-------|-------|-------|---------|-------|
| Monthly SVL Avg |  |  |  |  |  | 97.0% | 98.0% | 95.0% | 94.0% |         | 96.0% |
| Monthly ASA Avg |  |  |  |  |  | 1.4   | 1.1   | 1.9   | 2.2   |         | 1.7   |
| Blockage        |  |  |  |  |  | 113   | 79    | 101   | 470   |         | 190.8 |

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