

ANNUAL REPORT
TO THE LEGISLATURE
ON THE STATUS OF THE

Telecommunications Access System Act

A PUBLICATION OF THE
FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT

DECEMBER 2002

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**2002 REPORT TO THE FLORIDA LEGISLATURE ON THE STATUS OF
THE TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991**

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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 was created in June of 1991 and is known as the Florida Telecommunications Relay, Inc. (FTRI.) The FTRI has three basic roles: (1) to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider [427.705(1)(d)&(g), F.S.]; (2) to distribute and maintain specialized telecommunications devices [417.705(1)(a), F.S.]; and (3) 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 office is 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 meets with the Commission staff regularly and makes 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, which are responsible for collecting the surcharge and submitting it to the Administrator [427.704(4)(a)-(d), F.S.]

PROVIDER - The entity that provides relay service [427.704(3)(a), F.S.] The FPSC entered into a contract with Sprint to provide relay service from June 1, 2000, through May 31, 2005. 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
(7/01 - 6/02)**

Total Revenue	\$15.4 million
Program Expense	\$14.4 million
Administrative Expense	\$.8 million
Revenue less Expenses	\$.2 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
7/1/00 - 6/30/01	59,663	4,972
7/1/01 - 6/30/02	54,499	4,542

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

**TABLE C
NEW RECIPIENTS OF EQUIPMENT AND TRAINING
(7/01 - 6/02)**

Deaf	515
Hard of Hearing	25,365
Speech Impaired	194
Dual Sensory Impaired	65
Total	*26,139

**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 to 6/30/01	8¢/access line/month
7/1/01 to 6/30/02	12¢/access line/month
7/1/02 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 2001-02 and 2002-03 fiscal years. Appendix B (pages 10-33) 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 34-42) is information compiled from Sprint's monthly reports and contains usage information on the relay service.

III. DEVELOPMENT OF THE TELECOMMUNICATIONS ACCESS SYSTEM

The major implementation issues were addressed in 1991 and 1992. Since that time, the Telecommunications Access System continues to meet telecommunications needs of the people of Florida. The table below identifies the major steps in development of the Telecommunications Access System.

April 24, 1991	Legislature enacted TASA.
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 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)

pMay 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 damages 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.
May 15, 2001	The Commission voted to add Caller ID as a service offered by Sprint.
June 2001	The Commission received an award from the Florida Association for the Deaf for its service to promote relay advancements for Florida deaf citizens.
July 1, 2001	TASA surcharge increased from \$.08 to \$.12 per access line per month.
August 1, 2001	711 used to access relay service in Florida.
May 21, 2002	The Commission voted to extend the Sprint contract for relay services until May 31, 2005.
July 1, 2002	TASA surcharge decreased from \$.12 to \$.08 per access line per month.
October 1, 2002	Applied to the FCC for recertification.

IV. REVENUES AND EXPENDITURES

Pages 26 through 33 are the audited financial statements for Florida Telecommunications Relay, Inc. for the fiscal year ended June 30, 2002. Appendix A to this report (pages 8 & 9) is the 2001-02 and 2002-03 fiscal year budgets for FTRI. As reflected in the 2002-03 budget, the relay surcharge is estimated to produce \$10.6 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 \$15.1 million for the year. Of that \$15.1 million, \$8.5 million will fund the relay service. The total expenses are broken down into the five categories listed below:

BUDGET CATEGORY	\$ MILLION
I. Relay Services	\$8.5
II. Equipment and Repairs	3.5
III. Equipment Distribution and Training	1.2
IV. Outreach	.9
V. General and Administrative	1.0
Total Expenses	\$15.1

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 33) is FTRI's (the Administrator) annual report to the FPSC.

The following table identifies the types and quantity of equipment which were distributed to end-users by FTRI from July 1, 2001 through June 30, 2002.

EQUIPMENT DISTRIBUTED BY FTRI	UNITS DISTRIBUTED 7/1/01 - 6/30/02
1. Volume Control Telephones for Hearing Impaired (VCPH)	39,239
2. Audible Ring Signalers (ARS)	10,900
3. Visual Ring Signalers (VRS)	1,635
4. Telecommunications Devices for the Deaf (TDD)	1,635
5. Braille phones, in-line amplifiers, tactile ring signalers, Tykriphones, Dialogue RC 200 units, voice-carry-over phones with large visual displays, volume control phones for the speech impaired, Uniphone 1140 units, and voice-carry-over phones.	1,090
Total	54,499

VI. RELAY CALLING

June, 1992, was the first month of operation for the Relay Service. Call volumes have continued to grow since that time. Pages 34-42 (Appendix C) is usage information compiled from Sprint's monthly reports filed with the Commission.

VII. ADVISORY COMMITTEE

TASA establishes an Advisory Committee to advise the Florida Public Service Commission and 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.	Stephen Hardy Chris Wagner
Coalition for Persons with Dual Sensory Disabilities	Harry Anderson
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	*Susan C. Langston - local telco representative *Jim Smith - long distance telco representative
Self Help for Hard of Hearing People	Shirley Jones

**Susan Langston and Jim Smith have resigned their positions on the board. Pending approval by the Commission, recommended replacements are Nancy Schnitzer, Sprint, and Tom Kemble, AT&T.*

During 2002, the Advisory Committee met on two occasions. At the April 8, 2002, meeting the topics discussed were Lifeline, outreach, and the FTRI proposed budget for 2002-2003.

The Advisory Committee also met on October 7, 2002, in Tampa, Florida. The primary items discussed were the Sprint contract extension, the CapTel trial, and state recertification. In addition, the meeting provided an opportunity for any comments or concerns from the community.

VIII. CONCLUSION

This year the FCC's implementation of 711 for nationwide access to relay service and the Commission's implementation of Caller ID service and Turbocode have improved the quality of relay service in Florida. This year has seen increased outreach by FTRI to educate the community and the public about Florida Relay. The Commission expects these positive trends to continue in the year to come.

	COMMISSION APPROVED BUDGET 2001-2002	COMMISSION APPROVED BUDGET 2002-2003
OPERATING REVENUE		
1. SURCHARGES	\$15,472,252	\$10,584,544
2. INTEREST INCOME	\$144,728	\$46,127
3. SERVICE/OTHER	\$0	\$0
TOTAL OPERATING REVENUE	\$15,616,980	\$10,630,671
OPERATING EXPENSES		
CATEGORY I - RELAY SERVICES		
4. DPR PROVIDER	\$9,224,035	\$8,535,912
SUBTOTAL-CATEGORY I	\$9,224,035	\$8,535,912
CATEGORY II - EQUIPMENT & REPAIRS		
5. TDD EQ	\$423,256	\$396,200
6. LARGE PRINT TDD'S	\$19,332	\$5,370
7. VCO/HCO-TDD	\$48,871	\$73,062
8. VCO-TELEPHONE	\$38,590	\$49,615
9. DUAL SENSORY EQ	\$35,360	\$28,130
10. VCP HEARING IMP	\$3,048,817	\$2,284,814
11. VCP SPEECH IMP	\$11,760	\$13,524
12. TELITALK SPEECH AID	\$0	\$150,000
13. IN-LINE AMPLIFIER	\$4,179	\$6,983
14. ARS SIGNALING EQ	\$303,117	\$301,530
15. VRS SIGNALING EQ	\$66,603	\$72,414
16. TRS SIGNALING EQ	\$2,685	\$1,440
17. TELECOMM EQ REPAIR	\$54,984	\$87,566
SUBTOTAL-CATEGORY II	\$4,057,554	\$3,470,648
CATEGORY III - EQUIPMENT DISTRIBUTION AND TRAINING		
18. FREIGHT/TELECOM EQUIP	\$37,061	\$43,486
19. REGIONAL DISTRIBUTION CENTERS	\$1,375,248	\$1,050,797
20. WORKSHOP EXPENSE	\$39,940	\$36,837
21. TRAINING EXPENSE	\$117,624	\$68,472
SUBTOTAL-CATEGORY III	\$1,569,873	\$1,199,592
CATEGORY IV - OUTREACH		

COMMISSION APPROVED BUDGET 2001-2002	COMMISSION APPROVED BUDGET 2002-2003
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22.	OUTREACH EXPENSE	\$901,010	\$926,550
	SUBTOTAL-CATEGORY IV	\$901,010	\$926,550
	CATEGORY V - GENERAL & ADMINISTRATION		
23.	ADVERTISING	\$2,700	\$1,386
24.	ACCOUNTING/AUDITING	\$14,900	\$14,500
25.	LEGAL	\$82,859	\$72,000
26.	COMPUTER CONSULTATION	\$8,550	\$4,190
27.	BANK CHARGES	\$1,560	\$1,740
28.	DUES/SUBSCRIPTIONS	\$2,442	\$2,151
29.	OFFICE FURNITURE PURCHASE	\$7,306	\$9,523
30.	OFFICE EQUIPMENT PURCHASE	\$39,987	\$24,911
31.	OFFICE EQUIPMENT LEASE	\$4,238	\$4,719
32.	INSURANCE	\$155,853	\$151,722
33.	INSURANCE-OTHER	\$4,628	\$4,876
34.	OFFICE EXPENSE	\$9,132	\$12,400
35.	POSTAGE	\$20,608	\$18,221
36.	PRINTING	\$5,128	\$2,900
37.	RENT	\$84,353	\$77,270
38.	UTILITIES	\$0	\$5,119
39.	RETIREMENT	\$48,324	\$49,403
40.	EMPLOYEE COMPENSATION	\$427,648	\$437,194
41.	TEMPORARY EMPLOYMENT	\$7,820	\$14,560
42.	TAXES-PAYROLL	\$32,715	\$33,445
43.	TAXES-UNEMP COMP.	\$914	\$597
44.	TAXES-LICENSES	\$62	\$62
45.	TELEPHONE	\$38,949	\$21,053
46.	TRAVEL AND BUS EXPENSE	\$24,500	\$21,000
47.	EQUIPMENT MAINTENANCE	\$6,767	\$6,120
48.	EMPLOYEE TRAINING/DEVELOPMENT	\$5,040	\$4,210
49.	MEETING EXPENSE	\$3,430	\$2,660
50.	MISCELLANEOUS EXP.	\$200	\$200
	SUBTOTAL-CATEGORY V	\$1,040,613	\$998,132
	TOTAL EXPENSES	\$16,793,085	\$15,130,834
	REVENUE LESS EXPENSES	(\$1,176,105)	(\$4,500,163)

Florida Telecommunications Relay, Inc.



Annual Report 2001 - 2002

TASA – Florida Statutes Chapter 427

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Message from the Executive Director



During the past fiscal year, we experienced our third consecutive 6% increase in the number of new clients served over previous year(s). This increase can be attributed to several factors including the comprehensive outreach program that FTRI embarked upon over two years ago. As evidence of the progress that has been achieved, two surveys conducted by a professional marketing firm have demonstrated a significant increase in awareness during this period of the outreach campaign. We believe that a solid foundation has been laid for the outreach program and that growth will be realized as we continue to reach out to approximately 1.6 million individuals with hearing impairments in the state of Florida. Our commitment to serving those with speech impairments is equally compelling.

The FTRI outreach program continues to gain recognition among other state equipment distribution programs from across the nation. Florida businesses are quickly becoming aware of the importance of being "Relay Friendly" and are signing up as partners. A listing of these partners, detailed information about the Business Partner Program, and all associated products and services can be found at www.ftri.org.

In the next fiscal year, we will begin distribution of new specialized telecommunication equipment specifically designed to serve the telecommunication needs of Florida residents who have had a laryngectomy procedure. This exciting breakthrough in technology is the result of FTRI working closely with an equipment manufacturer to pioneer the design of a modified telephone that may very well begin a national movement toward meeting the telecommunication needs of this population.

As you review this report, I have confidence that you will agree that the last fiscal year was very productive with more and more individuals becoming aware of both the FTRI program and Florida Relay.


James Forstall, FTRI Executive Director



TASA Requirements

In response to the Telecommunications Access System Act of 1991 (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.

Mission Statement

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.

Equipment Distribution Program

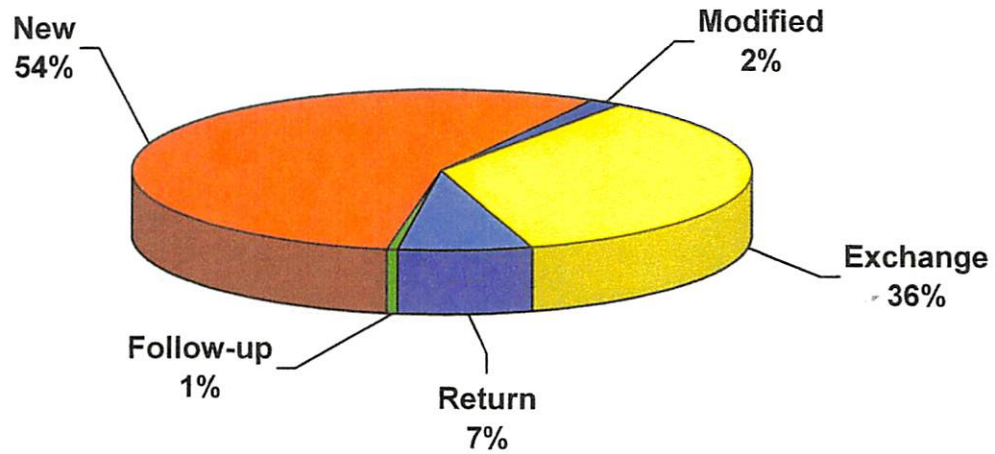
FTRI utilizes a regional distribution system for approximately eighty percent of the state of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

FTRI contracted with four non-profit agencies to provide services as Training Agencies (TAs) to clients who live in rural areas. These clients receive equipment directly from FTRI and are contacted by the TAs to insure that adequate training is provided on the proper use of the specialized telecommunication equipment.

FTRI contracted with fourteen non-profit agencies to provide services as Regional Distribution Centers (RDCs). In these areas, persons who are deaf, hard of hearing, or speech impaired have applications certified and processed (**New** service), and receive equipment and training, and are supplied with any additional services. These may include modifying from one type of equipment to another (**Modified** service), exchanging for the same type of equipment (**Exchange** service), returning any equipment that is no longer necessary (**Return** service), and additional training services as needed (**Follow-up** service).

Client Services

The total number of services provided by FTRI for fiscal year 2001 – 2002 was 47,313. The average number of services provided monthly was 3,943.

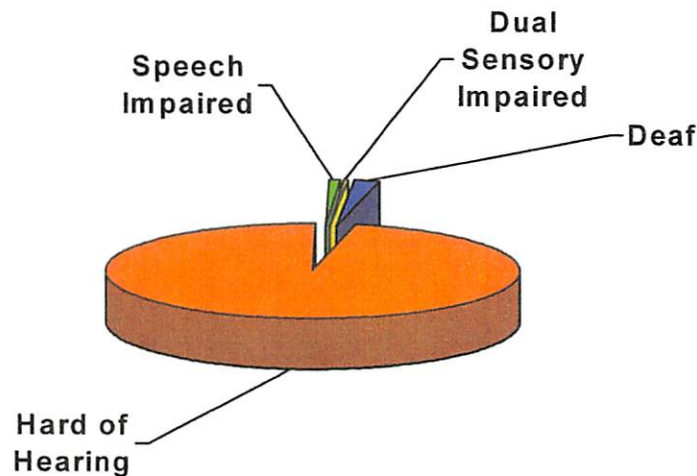


New Client Eligibility

FTRI served 26,139 new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	515
Hard of Hearing	25,365
Speech Impaired	194
Dual Sensory Impaired	65
Total	*26,139

* 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.



New Client Certification

Professionals involved with the certification of client applications for the equipment distribution program were as follows:

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	9193
Audiologist	8733
Hearing Aid Specialist	5611
Licensed Physician	1389
State Certified Teacher	646
State Agency	355
Speech Pathologist	202
Federal Agency	10
Total	26,139

New Client Age Groups

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

Age Group	Recipients
4 – 9	74
10 – 19	217
20 – 29	182
30 – 39	272
40 – 49	495
50 – 59	1069
60 – 69	3107
70 – 79	9297
80 – 89	9125
90 – 99	2215
100 – 109	86
Total	26,139

More people in the 70 to 79 age group received equipment than those of any other specific age group. Approximately seventy-nine percent of all recipients served in this fiscal year were seventy years of age or older.

New Client County of Residence

The following is a breakdown of new clients by county of residence:

County	Recipients	County	Recipients
Alachua	226	Lake	513
Baker	21	Lee	1102
Bay	266	Leon	170
Bradford	27	Levy	76
Brevard	769	Liberty	2
Broward	2039	Madison	22
Calhoun	6	Manatee	615
Charlotte	838	Marion	617
Citrus	624	Martin	196
Clay	73	Monroe	466
Collier	379	Nassau	61
Columbia	96	Okaloosa	198
Dade	3207	Okeechobee	23
DeSoto	47	Orange	525
Dixie	26	Osceola	111
Duval	449	Palm Beach	2107
Escambia	628	Pasco	996
Flagler	105	Pinellas	2078
Franklin	12	Polk	901
Gadsden	29	Putnam	114
Gilchrist	19	Santa Rosa	185
Glades	18	Sarasota	951
Gulf	15	Seminole	286
Hamilton	12	St. Johns	155
Hardee	27	St. Lucie	288
Hendry	103	Sumter	143
Hernando	508	Suwannee	65
Highlands	491	Taylor	29
Hillsborough	1020	Union	10
Holmes	43	Volusia	617
Indian River	150	Wakulla	22
Jackson	40	Walton	120
Jefferson	12	Washington	32
Lafayette	18		
Total		26,139	

Counties in **bold** are located close to Regional Distribution Centers. RDC contracts do not assign counties to specific contracted entities in order to insure that clients receive the best and most convenient service 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
10. Dialogue RC 200 w/ Air Switch

FTRI also distributes amplified, flashing, or vibrating ringer devices to alert clients to incoming telephone calls. These devices are:

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

Each piece of equipment is supported by the standard manufacturer warranty for either one or two years. Equipment that is determined to be out of warranty is retired and replaced.

Equipment Vendors

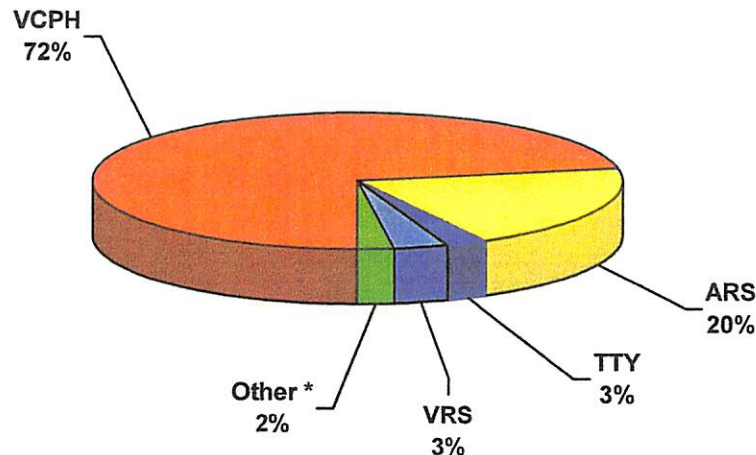
FTRI contracts with several equipment vendors to supply specialized telecommunications equipment. These include:



Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2001 – 2002 numbered **54,499*** units. The monthly equipment distribution average was **4,542** units.

* Margin of error \pm 1%



* Approximately two percent of all distributed equipment in fiscal year 2001 – 2002 included Braille phones, in line amplifiers, tactile ring signalers, Tykriphones, Dialogue RC 200 units, voice-carry-over phones with large visual displays, volume control phones for the speech impaired, Uniphone 1140 units, and voice-carry-over phones.

Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies. Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or Training Agency.

Approximately fifteen percent of clients served by RDCs and TAs were mailed quality assurance surveys. Of the approximately 3,900 questionnaires sent during this fiscal year, FTRI received 1,341 responses for a thirty-four percent return rate. Ninety-eight percent of the responses were positive. All negative responses were forwarded to the RDCs and TAs for follow-up.

For the upcoming fiscal year, FTRI has set a goal of contacting approximately seventy percent of all clients served. The feedback provided by the respondents will enable FTRI to identify areas for improvement regarding the application process, equipment selection, training, and all other services provided by Regional Distribution Centers, Training Agencies, and the FTRI administrative office.



During this fiscal year, FTRI Outreach efforts established a solid campaign foundation for increasing public awareness about the Florida Relay and FTRI Equipment Distribution Program. Development of numerous resources and products has enhanced FTRI's ability to educate both the public and business sector more effectively.

The FTRI website has been dynamically redesigned to be user-friendly and provide updated information. It is full of beneficial information that includes material about the Equipment Distribution Program, Florida Relay, the Outreach Program, and all supporting publications. As an added benefit, Regional Distribution Centers and Training Agencies can securely access the site to order forms and printed supplies, list upcoming events in the outreach calendar, and print or download all available resources and outreach tools.

Florida Telecommunications Relay, Inc. **FTRI Online**

About FTRI Equipment Florida Relay Outreach Calendar Publications Links Board & Chat AIMS

Equipment Distribution Program **Florida Relay**

Hot Topics
7-1-1 is here!

7-1-1 is the new telephone number to call for Florida Relay. It makes calling easier and faster. You no longer need to memorize the 11-digit number when calling Florida Relay. Just dial 7-1-1 and your call is on its way.

Additionally, when traveling throughout the USA, 7-1-1 is all you need to remember when calling a telecommunications relay service. So next time you are traveling and you need to call a relay service, remember all you need to dial is 7-1-1.

Pensacola News!

Folks living in the Pensacola area now have a place to go to receive FTRI equipment services. Effective November 1, 2001, the Deaf and Hard of Hearing Services (DHHS), located on 945 W. Michigan Avenue, Suite 4, Pensacola, FL 32505 is equipped with telephones and ring signaling devices to serve your needs. The DHHS staff is ready to serve you with equipment distribution, equipment maintenance, equipment training, and outreach presentations, as well as instruction on how to use Florida Relay. All FTRI and Florida Relay services are provided at **no charge**.

For more information, you may contact the DHHS by calling 850-433-7128 (Voice/TTY).

Florida LINK
The Florida Link is FTRI's newsletter- your source for news and information on your telephone equipment and resources. This newsletter is mailed to everyone who has FTRI equipment. If you would like to be included on our mailing list or if you have moved and need to change your home address, click [here](#) to find out more.

Client Survey
How did you find out about FTRI?
 Television
 Radio
 Newsletter
 Friends
 Brochures
 Physician

BOBBY APPROVED

© Copyright 2001 Florida Telecommunications Relay, Inc.
Comments or questions about technical aspects of this site can be emailed to the [Webmaster](#)
Site Administration

The FTRI Equipment Distribution Program (EDP) provides qualified Floridians with more telephone independence. The development of an improved newsletter, poster, and brochure provide clients and potential clients with basic information related to the Distribution Program.

The new *Can't Keep a Secret? Good!* publication is comprehensive and includes the FTRI EDP application as well as quotes from satisfied clients who have discovered communication freedom. FTRI refers to this publication as the "Pass Along Packet" because existing clients can provide their families and friends with this single source of important information and multiply the potential benefits of the services provided by FTRI.

Florida Telecommunications FTRI Relay, Inc.

LET FREEDOM ((RING))

Specialized Telephones (Category A)
Text Telephone (TTY), also known as a Telecommunications Device for the Deaf (TDD)

Ring Signaling Devices (Category B)
Visual Ring Signaler (VRS)
• Connects to a lamp.
• Makes lamp flash on and off when the telephone rings.
• Has a remote receiver that allows you to hear the ring from another room.

AT NO CHARGE for qualifying residents

Volume 1 of the Hear (VCPH) 4
• Makes it easier to hear.
• Includes a control for volume.
• Ring volume control.

REV. 4/02

THE FLORIDA LINK
The Newsletter of Florida Telecommunications Relay, Inc. Equipment Distribution Program

"Ring In" 2001 with the New VCPH 4
All FTRI or your regional distribution center today for your new volume control phone (VCPH). The new phone, called the Dialogue XL-49, offers new features. Here is an explanation of the features and how to use them.

Incoming Voice Volume
1. Lift the handset and listen for dial tone.
2. Adjust the volume in the center by sliding the VOL. 3 slider control to hear suit your hearing.
3. If you need more amplification press the AMPLIFY 2 button. The amplifier will turn on and the speaker will come on.
4. The amplifier will turn off when you hang up. However, if you want the amplifier to remain on, slide the switch on the back of the phone to ALTCO.

Incoming Voice Tone Select
1. Lift the handset and listen for dial tone.
2. Press the AMPLIFY button to turn on the amplifier when you hear a voice on the phone.
3. Adjust the TONE 5 slider control either left or right for desired tone.

ABOUT THE FLORIDA LINK
The Florida Link is FTRI's source for news and information on FTRI resources. This newsletter is available to all FTRI equipment. Should you need contact us at 1-800-222-3443 so that you don't miss an issue.

Can't Keep a Secret? GOOD!
This brochure has information on one of Florida's best-kept secrets. **Pass it On!**

Florida Telecommunications FTRI Relay, Inc.

(ARS) 95 dB on the telephone. The rings and tone and

FTRI continued to focus on a major statewide media campaign to promote the Florida Relay and 7-1-1. Florida was the 32nd state to implement 7-1-1 in August 2001. In addition to the development of Public Service Announcements, FTRI developed a 7-1-1 Relay brochure, poster, and specialized brochures detailing the services provided by the Florida Relay Service.

Florida Relay 711
... discover communication freedom

discover communication freedom

How the Relay Works

Text Telephone (TTY)
The user types messages and reads replies on the display screen and/or paper printout.

Voice Carry-Over (VCO)
A VCO user speaks directly to a hearing person and reads replies on the VCO screen.

Two-Line VCO

The Operator (OPR) voices types the messages to the hearing person and types replies to the TTY user.

The OPR types the response to the VCO user.

The OPR accommodates VCO users by being responsive from the standard telephone user.

Easier Access by Dialing 711

The Florida Relay provides a communication link between people who use standard telephone equipment and people who use Text Telephones (TTY) or other telecommunication devices. The Florida Relay provides 24-hour access, 365 days a year. The Operator (OPR) will relay your call with no restrictions on the number of calls or their length.

Relay Access Numbers

711 to use the Relay anywhere in the U.S.

1-800-954-8771 (TTY/VCO)
1-800-954-8770 (Voice)
1-800-954-1239 (ASL)
1-877-954-8334 (Speech to Speech)
1-877-954-8772 (Spanish)
1-877-954-8797 (French Creole) 8 a.m. to 7 a.m. daily

Sprint Relay Customer Service (TTY/Voice/ASL)
1-800-674-3777 (English)
1-800-674-4290 (Spanish)

Remember:
711 is for Relay service.
411 is for directory assistance.
911 is for local emergency assistance.

Call Florida Relay by Dialing 7-1-1

Florida Relay 711
... discover communication freedom

STS
Speech-to-Speech

TTY
TEXT TELEPHONE

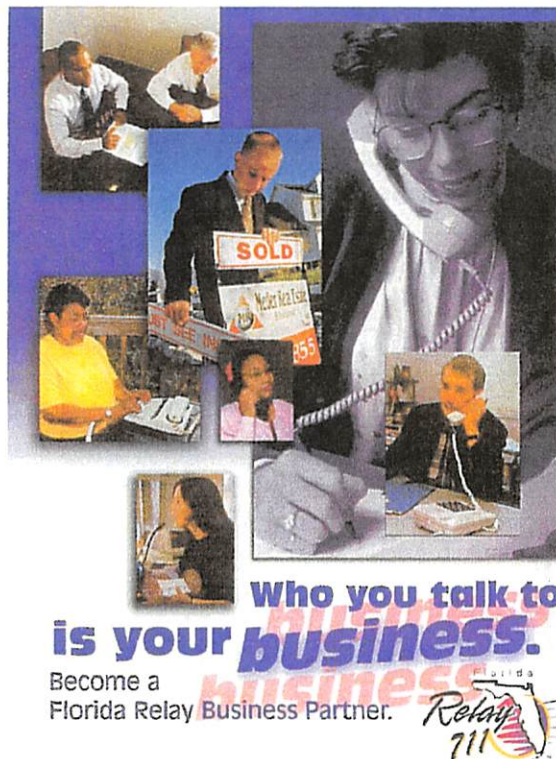
VCO
VOICE CARRY-OVER

Florida Relay 711
... discover communication freedom

Florida Relay 711
... discover communication freedom

Recognizing that business could use the Florida Relay Service to effectively communicate with thousands of Florida Relay users, FTRI developed the **Business Partnership Program (BPP)**. The BPP provides a tool for FTRI to reach out to the Florida business sector and build "Relay Friendly" partners.

Businesses who take advantage of the Business Partnership Program are provided a Relay Friendly Training Kit designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf/blind, or speech impaired.



Benefits of the Business Partnership Program include:

- Positive community relations
- Opportunities to communicate with all people
- Telecommunications access for all people
- Promotes independence and individual freedom
- Supports consumer interaction
- Creates a win-win situation for everyone involved

In addition to the BPP Relay Friendly Training kit, FTRI provides businesses with a decal for display in the door or window. The decal is designed to let the public know the business is a "Relay Friendly" partner. FTRI also provides a press release to announce the new partner, a camera-ready Relay logo, and inclusion in the FTRI website and newsletter.

Partners who participated in the BPP Relay Training video, "Don't Hang Up Do Business" are:

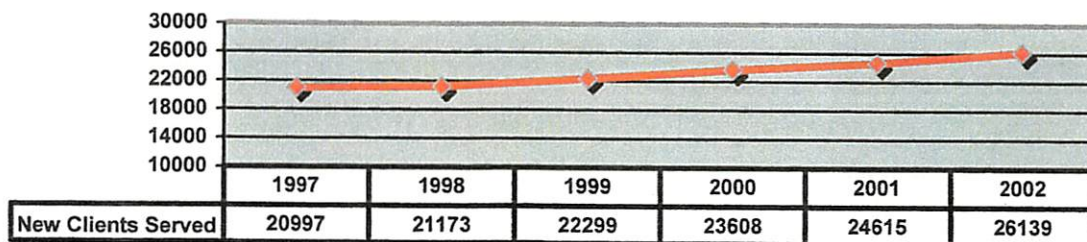
- Tallahassee:
 - AM South Bank
 - Bill's Bookstore
 - FSU Educational Services Program

- Jacksonville:
 - Stein Mart Corporation
 - BayWash Carwash & Oil Lube
 - Ritz Theatre & La Villa Museum
 - Atkinson's Pharmacy
 - Rosenblum's
 - Seafood Gourmet
 - Fine European Watch and Clock Repair Shop
 - White Hawk Pictures

FTRI conducted two BPP field tests in May and June 2002, in Jacksonville, Fort Myers and Port Charlotte, resulting in seventy-nine new business partners. This is just the beginning of an exciting and beneficial program that FTRI will utilize for years to come.

Closing Statement

FTRI continues to maintain its status as 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 rural areas. Since the inception of the Equipment Distribution Program in 1986, over 253,000 residents have been provided with telecommunications equipment and support services. Fifty-five percent of all new clients served by FTRI received equipment and training within the last six fiscal years.



Appendix

FLORIDA TELECOMMUNICATIONS RELAY, INC.

FINANCIAL STATEMENTS

WITH INDEPENDENT AUDITORS' REPORT

FISCAL YEAR ENDED JUNE 30, 2002

TONY C. STARACE, CPA, PA

1906 Buford Boulevard, Suite 3
Tallahassee, Florida 32308
(850) 422-0080 FAX: (850) 877-4720

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, 2002 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, 2002, 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 3, 2001
Tallahassee, Florida

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF FINANCIAL POSITION
June 30, 2002

ASSETS

CURRENT ASSETS

Cash	\$ 5,404,289
Accounts Receivable (Note 1)	1,321,150
Prepaid Expenses (Note 1)	<u>916,652</u>

TOTAL CURRENT ASSETS **\$ 7,642,091**

PROPERTY & EQUIPMENT (Note 1)

Office Furniture	\$ 37,632
Office Equipment	170,453
Dual Sensory Equipment	129,510
less: Accumulated depreciation	<u>(212,250)</u>

NET PROPERTY & EQUIPMENT **125,345**

OTHER ASSETS 8,939

TOTAL ASSETS **\$ 7,776,375**

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts Payable (Note 1)	<u>\$ 1,467,485</u>
---------------------------	---------------------

TOTAL CURRENT LIABILITIES **\$ 1,467,485**

NET ASSETS (Unrestricted) 6,308,890

TOTAL LIABILITIES AND NET ASSETS **\$ 7,776,375**

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, 2002

REVENUES		
Surcharge Revenue	\$ 15,277,745	
Interest	<u>139,965</u>	
TOTAL REVENUES		\$ 15,417,710
EXPENSES		
Category I - Relay Service		
Total - Category I Expenses	\$ 9,345,718	
Category II - Equipment & Repair		
Total - Category II Expenses	3,095,760	
Category III - Equipment Distribution		
Total - Category III Expenses	1,194,272	
Category IV - Outreach		
Total - Category IV Expenses	742,137	
Category V - General & Administrative		
Total - Category V Expenses	<u>797,183</u>	
TOTAL EXPENSES		<u>\$ 15,175,070</u>
NET OF REVENUE OVER EXPENSES		242,640
NET ASSETS, BEGINNING OF YEAR		<u>6,066,250</u>
NET ASSETS, END OF YEAR		<u>\$ 6,308,890</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, 2002

Category I - Relay Service		
DPR Provider		\$ 9,345,718
Category II - Equipment & Repair (Note 1)		
TDD Equipment	\$ 258,740	
VCP Hearing Impaired Amplifiers	2,149,687	
VCP Speech Impaired	13,573	
In-Line Amplifiers	6,315	
VCO Telephone	100,350	
Signaling Equipment	355,888	
Dual Sensory Equipment	28,825	
Less: Capitalized Portion	(28,825)	
Depreciation	16,214	
Telecommunications Equipment Repair	<u>194,993</u>	
Subtotal - Category II		3,095,760
Category III - Equipment Distribution		
Freight / Telecommunications Equipment	\$ 37,171	
Regional Distribution Centers	1,061,733	
Equipment Training Expense	<u>95,368</u>	
Subtotal - Category III		1,194,272
Category IV - Outreach		
Outreach Expense		742,137
Category V - General & Administrative		
Advertising	\$ 984	
Accounting/Auditing	14,075	
Legal	72,026	
Consultation	8,805	
Bank charges	1,658	
Dues and Subscriptions	1,969	
Furniture & Equip. Purchased	48,922	
Less: Capitalized Portion	(48,922)	
Depreciation	18,378	
Office Equipment Lease	3,594	
Insurance	92,851	
Office Expenses	9,925	
Office Moving Expense	1,893	
Postage	10,425	
Printing	5,378	
Rent (Note 2)	65,045	
Retirement (Note 3)	37,227	
Employee Compensation	340,635	
Payroll Taxes	26,658	
Temporary Employment	27,486	
Telephone & Fax	33,699	
Travel and Business Expense	13,066	
Utilities	1,691	
Equipment Maintenance	3,911	
Employee Training	3,719	
Meeting & Interpreter Expense	2,024	
Miscellaneous Expense	<u>61</u>	
Subtotal - Category V		<u>797,183</u>
TOTAL EXPENSES		<u>\$ 15,175,070</u>

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

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF CASH FLOWS
For The Year Ended June 30, 2002

INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS

CASH FLOWS FROM OPERATING ACTIVITIES:

Cash Received from Surcharge Revenue	\$ 14,821,456
Cash Paid for Goods and Services	(14,202,242)
Interest Income	139,965
Rounding Adjustment	<u>1</u>

NET CASH PROVIDED BY OPERATING ACTIVITIES (NOTE 4) \$ 759,180

CASH FLOWS FROM INVESTING ACTIVITIES:

Cash Paid to Acquire Fixed Assets	\$ (77,747)
Cash Paid For Deposits	<u>(7,839)</u>

NET CASH USED IN INVESTING ACTIVITIES \$ (85,586)

NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS 673,594

CASH AND CASH EQUIVALENTS AT THE BEGINNING OF YEAR 4,730,695

CASH AND CASH EQUIVALENTS AT THE END OF YEAR \$ 5,404,289

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

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2002

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 March 1, 2002 the Organization entered into a lease agreement for office space. The lease is classified as an operating lease with a term of five years with a 3% increase each March and expires on February 28, 2007. Lease expense for the fiscal year ending June 30, 2002 was \$65,045. Future minimum lease payments are: Fiscal Years Ending June 30, 2003 - \$76,520; 2004 - \$78,816; 2005 - \$81,180; 2006 - \$83,616; 2007 - \$56,848.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2002

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. Retirement expense for the Fiscal year ending June 30, 2002 was \$37,227.

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

<i>Excess of Expenses over Revenues</i>	\$ 242,640
<i>Items not requiring cash</i>	
<i>Increase in Accounts Receivable</i>	\$ (456,289)
<i>Decrease in Prepaid Expenses</i>	529,095
<i>Increase in Accounts Payable</i>	409,142
<i>Depreciation</i>	<u>34,592</u>
<i>Net of items not requiring cash</i>	<u>516,540</u>
NET CASH PROVIDED BY OPERATING ACTIVITIES	<u>\$ 759,180</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.

NOTE 5 - CONCENTRATION OF RISK

Florida Telecommunications Relay, Inc. maintains bank accounts at three banks. Accounts at each institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$100,000. Cash at these institutions exceeded Federally insured limits. At June 30, 2002 FTR's uninsured cash balances total \$5,304,289.

ANNUAL REPORT
JUNE 1, 2001 - MAY 31, 2002

FLORIDA
RELAY SERVICE

Sprint

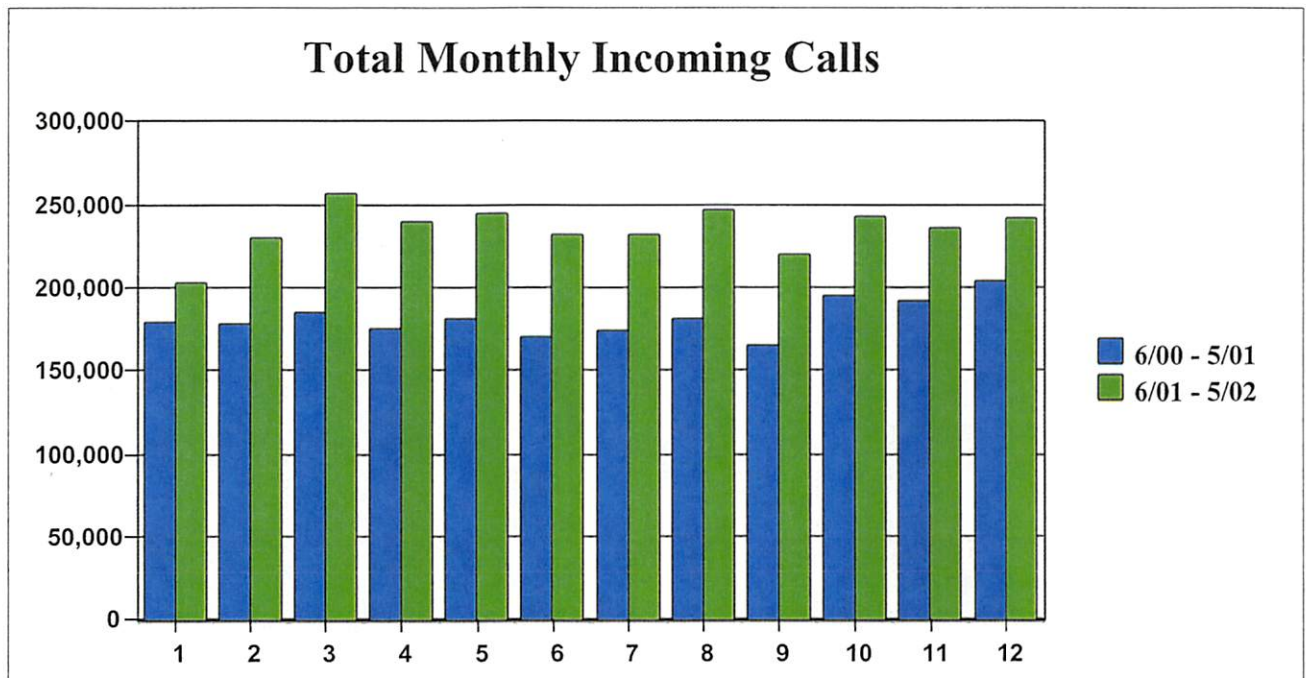
Florida Relay Service - June 2000 thru May 2001 vs. June 2001 thru May 2002

Monthly Incoming Calls
June 2000 - May 2001

June 2001 - May 2002

Total Incoming Calls		Total Incoming Calls	
Jun	179,561	Jun	203,042
Jul	177,974	Jul	229,744
Aug	184,921	Aug	256,516
Sep	174,871	Sep	239,407
Oct	181,728	Oct	244,543
Nov	170,785	Nov	232,447
Dec	174,658	Dec	232,445
Jan	181,647	Jan	246,645
Feb	165,075	Feb	220,507
Mar	195,644	Mar	242,628
Apr	192,434	Apr	236,276
May	204,634	May	242,140
Total	2,183,932	Total	2,826,340

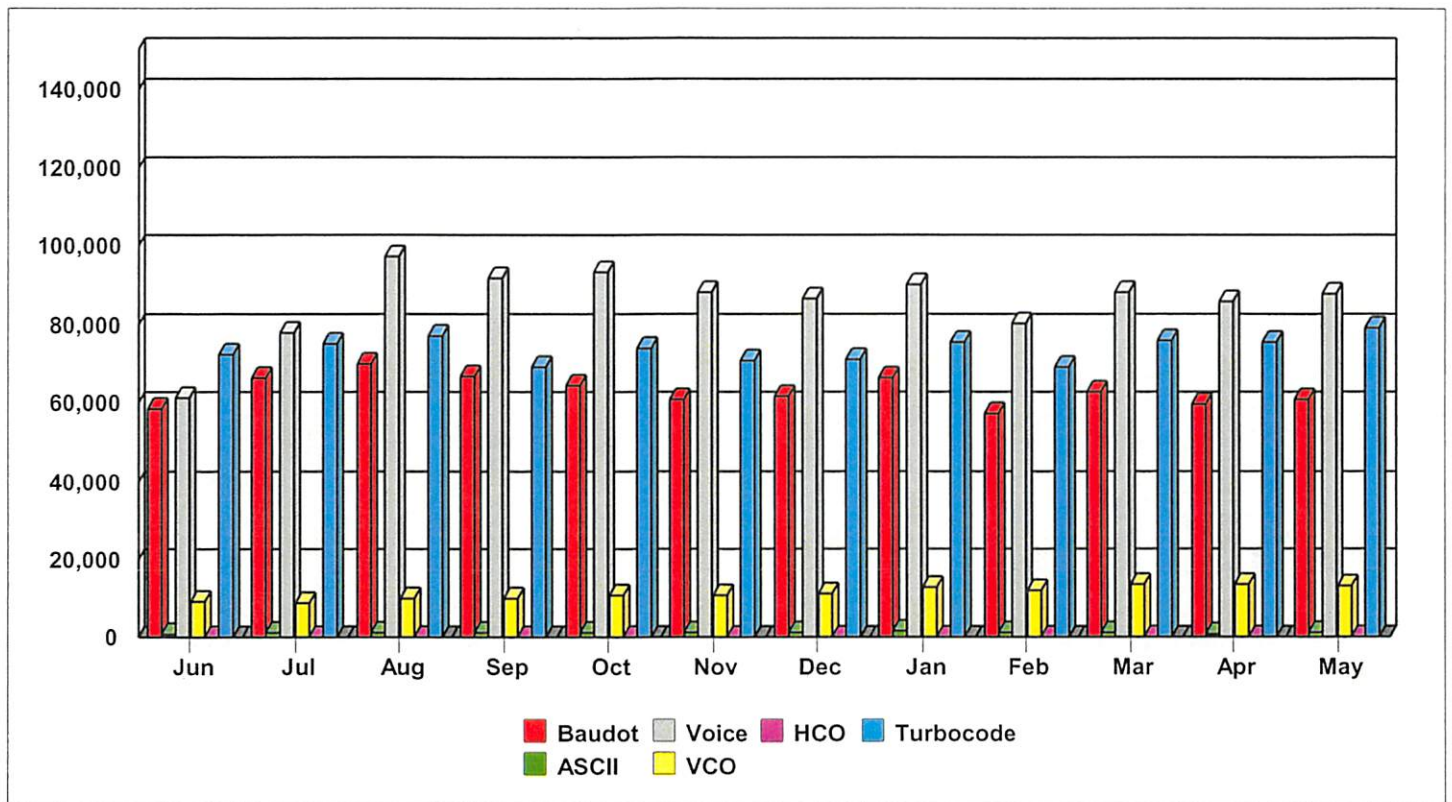
.2% increase in volume over the previous year.



Florida Relay Service - June 2001 thru May 2002

Monthly Incoming Calls by Type
(Baudot, ASCII, Voice, VCO and HCO)

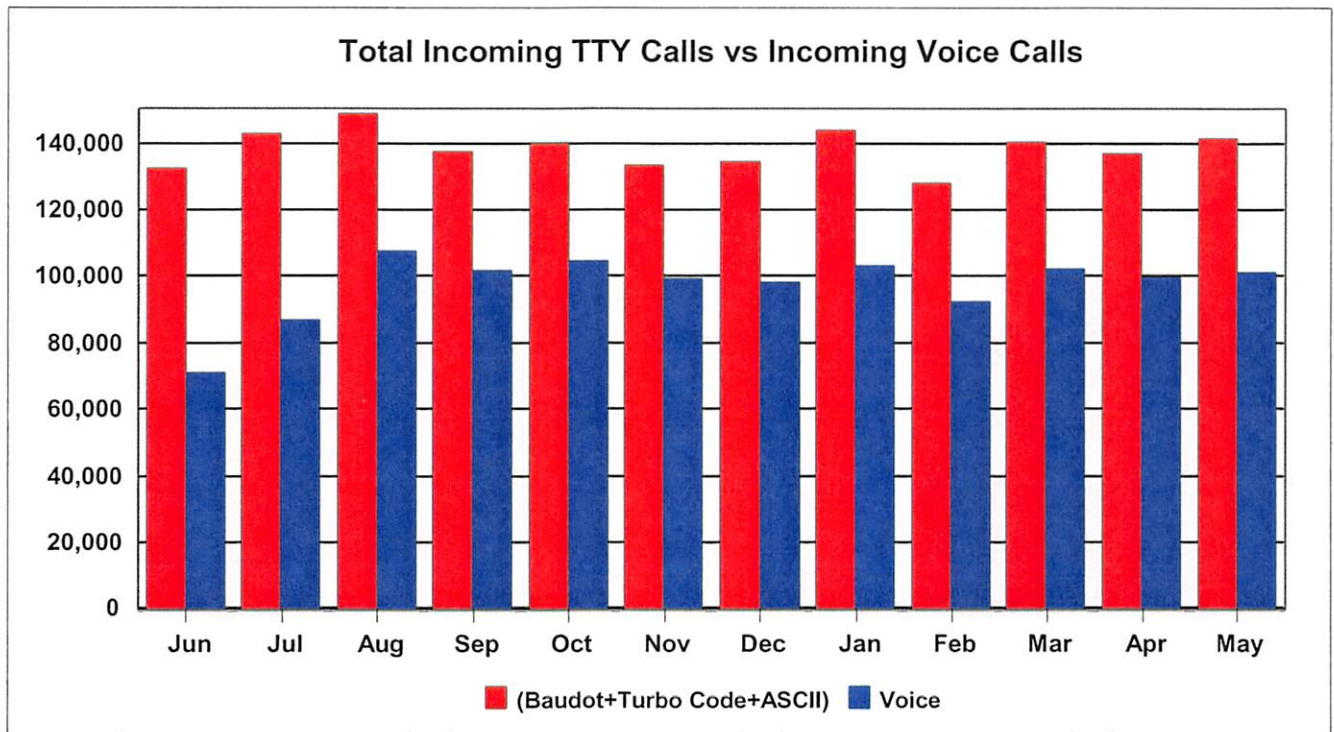
	Incoming						Total Incoming
	Incoming Baudot	Turbo Code	Incoming ASCII	Incoming Voice	Incoming VCO	Incoming HCO	
Jun	58,639	72,527	1,073	61,334	9,367	102	203,042
Jul	66,364	75,323	1,225	77,804	8,876	152	229,744
Aug	69,957	77,288	1,544	97,327	10,244	156	256,516
Sep	66,848	69,212	1,377	91,734	10,086	150	239,407
Oct	64,676	73,964	1,422	93,577	10,722	182	244,543
Nov	61,062	70,886	1,469	88,103	10,806	121	232,447
Dec	61,634	71,182	1,510	86,792	11,230	97	232,445
Jan	66,480	75,504	1,612	90,167	12,751	131	246,645
Feb	57,494	69,244	1,339	80,221	12,079	130	220,507
Mar	63,048	76,011	1,302	88,275	13,841	151	242,628
Apr	59,898	75,584	1,162	85,870	13,659	103	236,276
May	60,772	78,978	1,351	87,718	13,271	50	242,140
Total	756,872	885,703	16,386	1,028,922	136,932	1,525	2,826,340



Florida Relay Service - June 2001 thru May 2002

Monthly Incoming Calls - TTY vs Voice

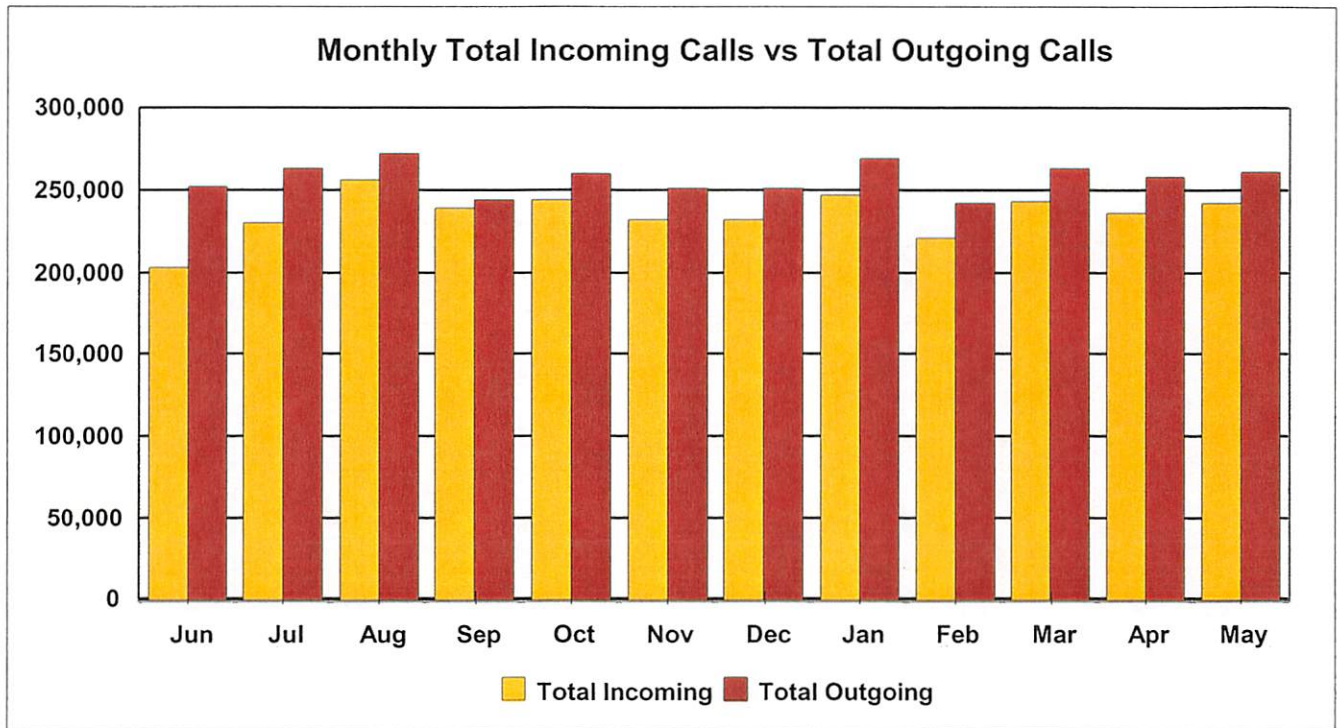
	Incoming TTY (Baudot+TurboCode+ASCII)	Incoming Voice
Jun	132,239	70,803
Jul	142,912	86,832
Aug	148,789	107,727
Sep	137,437	101,970
Oct	140,062	104,481
Nov	133,417	99,030
Dec	134,326	98,119
Jan	143,596	103,049
Feb	98,077	92,430
Mar	140,361	102,267
Apr	136,644	99,632
May	141,101	101,039
Total	1,628,961	1,167,379



lorida Relay Service - June 2001 thru May 2002

Monthly Incoming and Outgoing Calls

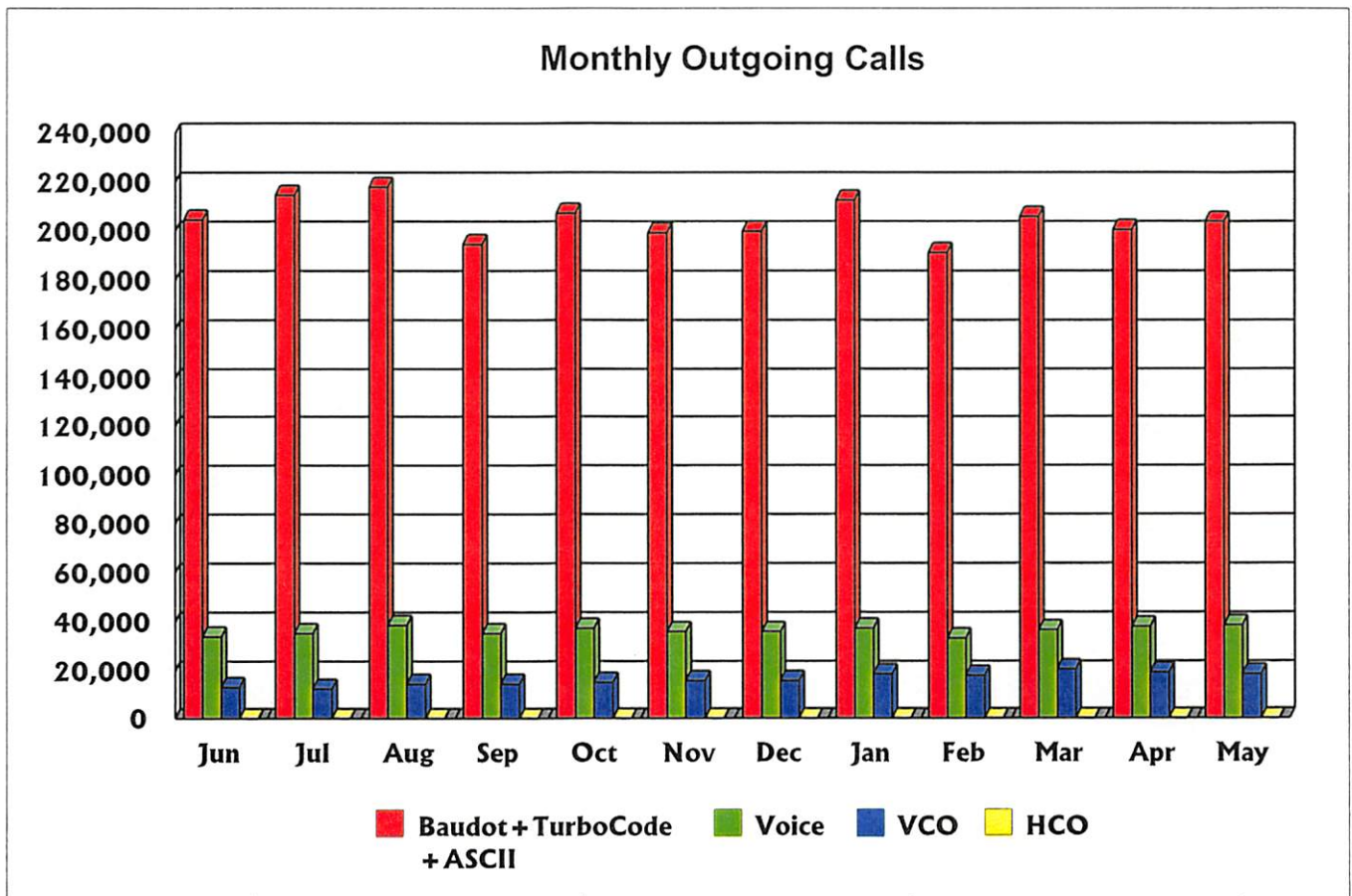
	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jun	203,042	65,906	185,907	251,813
Jul	229,744	68,432	194,490	262,922
Aug	256,516	66,792	205,165	271,957
Sep	239,407	61,365	182,776	244,141
Oct	244,543	63,980	196,220	260,200
Nov	232,447	61,235	189,587	250,822
Dec	232,445	62,009	189,562	251,571
Jan	246,645	65,611	203,374	268,985
Feb	220,507	56,060	186,130	242,190
Mar	242,628	61,233	201,763	262,996
Apr	236,276	63,459	194,420	257,879
May	242,140	61,032	200,403	261,435
Total	2,826,340	757,114	2,329,797	3,086,911



Florida Relay Service - June 2001 thru May 2002

Monthly Outgoing Calls

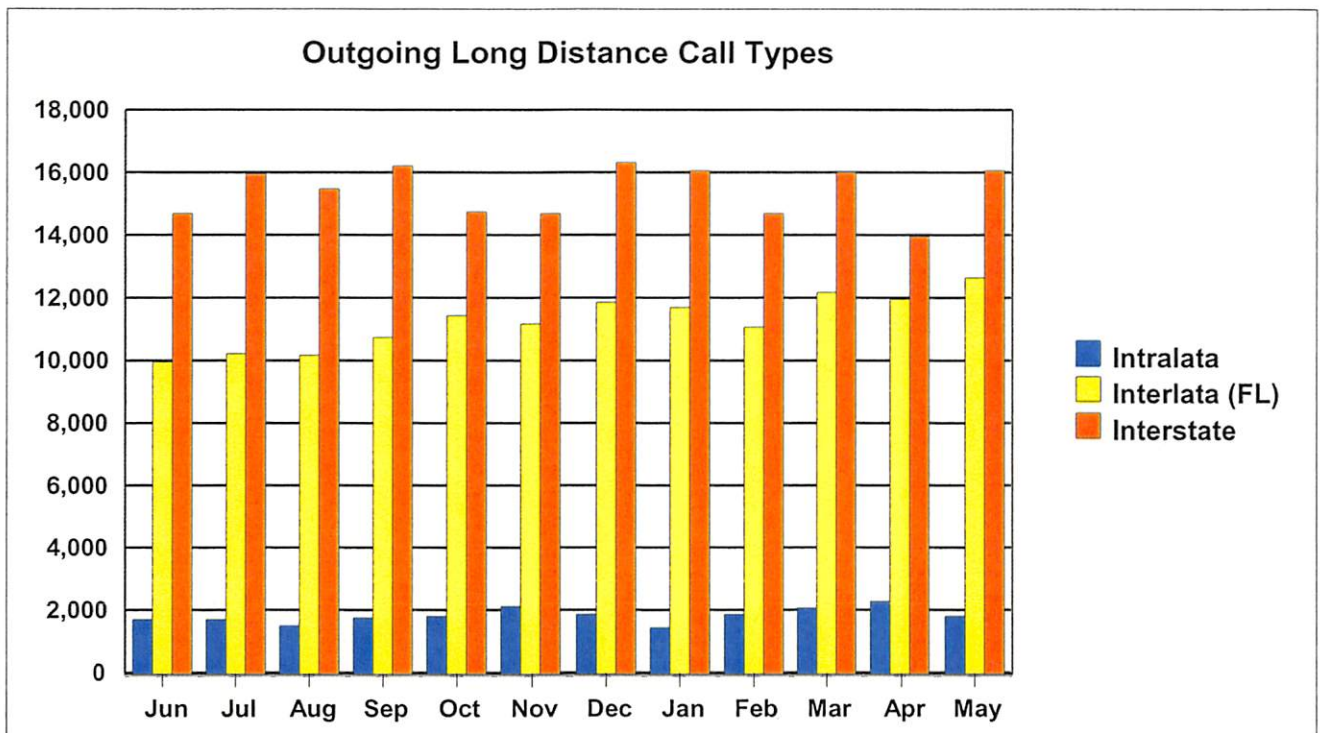
	Outgoing Baudot	Outgoing Turbo Code	Outgoing ASCII	Baudot+ Turbo Code +ASCII	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jun	79,443	124,180	1,219	204,842	33,783	13,046	142	251,813
Jul	82,397	131,363	1,418	215,178	35,029	12,562	153	262,922
Aug	83,816	132,017	2,464	218,297	38,829	14,667	164	271,957
Sep	77,013	115,943	1,900	194,856	35,003	14,121	161	244,141
Oct	80,604	125,091	1,894	207,589	37,199	15,241	171	260,200
Nov	77,259	119,976	2,071	199,306	35,824	15,562	130	250,822
Dec	75,924	121,987	1,986	199,897	35,895	15,668	111	251,571
Jan	83,247	127,356	2,515	213,118	37,342	18,351	174	268,985
Feb	70,577	118,690	1,828	191,095	33,365	17,590	140	242,190
Mar	75,651	128,890	1,546	206,087	36,405	20,350	154	262,996
Apr	70,059	129,014	1,476	200,549	37,856	19,385	89	257,879
May	70,770	131,951	1,732	204,453	38,328	18,599	55	261,435
Total	926,760	1,506,458	22,049	2,455,267	434,858	195,142	1,644	3,086,911



Florida Relay Service - June 2001 thru May 2002

Monthly Outgoing Call Types

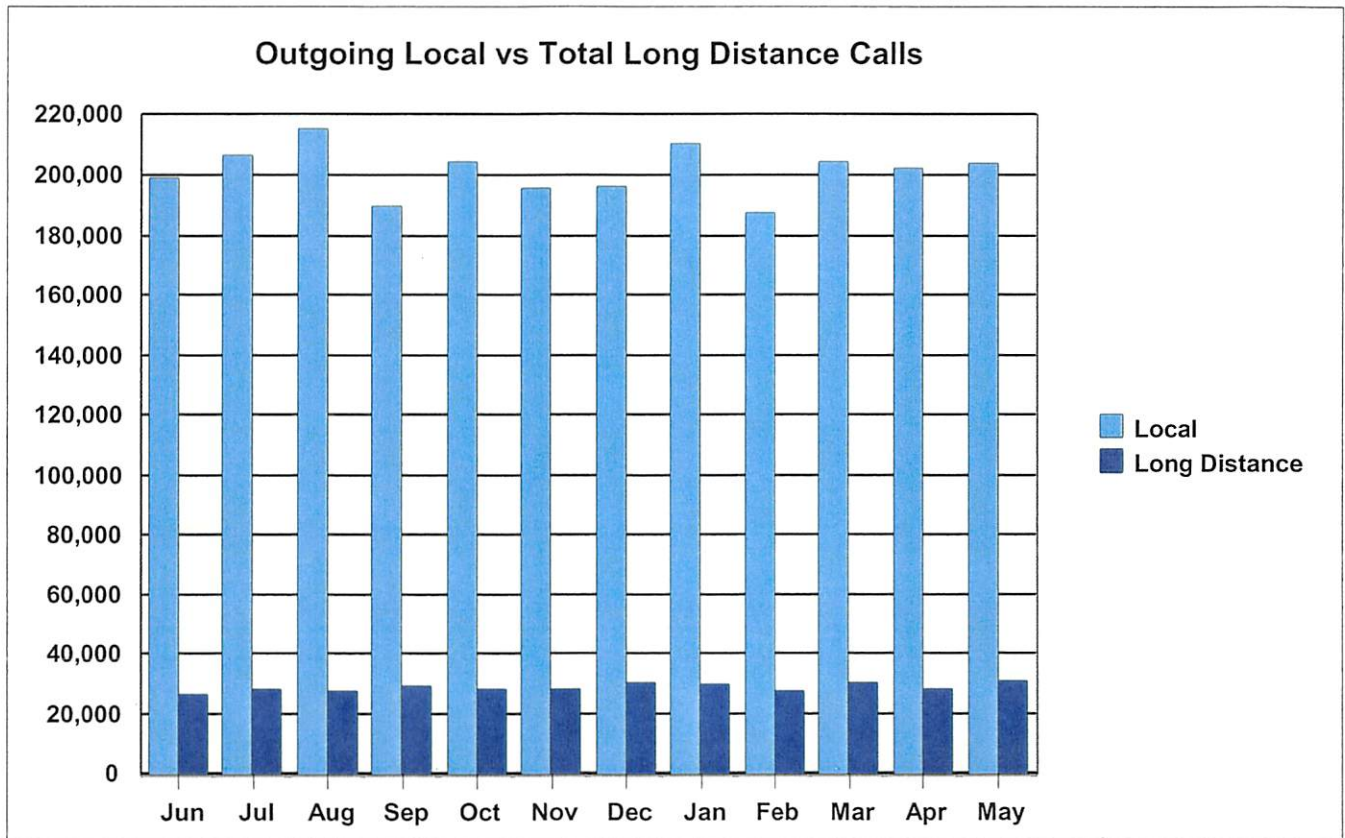
	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC, Dir Assistance, (Internat'l)	Total Outgoing
Jun	199,135	1,702	9,968	14,709	24,861	1,438	251,813
Jul	206,549	1,687	10,215	15,969	26,816	1,686	262,922
Aug	215,418	1,524	10,189	15,524	27,685	1,617	271,957
Sep	189,881	1,779	10,780	16,250	23,911	1,540	244,141
Oct	204,509	1,821	11,438	14,764	26,101	1,567	260,200
Nov	195,421	2,124	11,172	14,715	25,990	1,400	250,822
Dec	196,115	1,873	11,849	16,360	23,594	1,780	251,571
Jan	210,547	1,472	11,692	16,103	27,613	1,558	268,985
Feb	187,297	1,890	11,085	14,717	26,006	1,195	242,190
Mar	204,155	2,062	12,164	16,022	27,311	1,282	262,996
Apr	202,132	2,270	11,986	13,955	26,239	1,297	257,879
May	203,599	1,791	12,654	16,055	25,924	1,412	261,435
Total	2,414,758	21,995	135,192	185,143	312,051	17,772	3,086,911



Florida Relay Service - June 2001 thru May 2002

Monthly Outgoing Call Types - Local Calls vs Long Distance Calls

	Local	Intralata	Interlata/ Intrastate	Interstate	International	Long Distance	Total
Jun	199,135	1,702	9,968	14,709	161		26,540
Jul	206,549	1,687	10,215	15,969	282		28,153
Aug	215,418	1,524	10,189	15,524	191		27,428
Sep	189,881	1,779	10,780	16,250	323		29,132
Oct	204,509	1,821	11,438	14,764	174		28,197
Nov	195,421	2,124	11,172	14,715	213		28,224
Dec	196,115	1,873	11,849	16,360	491		30,573
Jan	210,547	1,472	11,692	16,103	322		29,589
Feb	187,297	1,890	11,085	14,717	170		27,862
Mar	204,155	2,062	12,164	16,022	149		30,397
Apr	202,132	2,270	11,986	13,955	217		28,428
May	203,599	1,791	12,654	16,055	161		30,661
Total	2,414,758	21,995	135,192	185,143	2,854		345,184



Florida Relay Service - June 2001 thru May 2002

Completed Outgoing Call Distribution - In Daily Average Minutes

	In Minutes							
	0-5	5-10	10-20	20-30	30-40	40-50	50-60	>60
Jun	8,529	897	479	118	40	17	7	11
Jul	9,257	886	477	117	41	17	7	11
Aug	10,058	941	515	129	44	19	9	14
Sep	9,602	859	472	116	41	17	8	11
Oct	9,604	900	493	120	43	17	8	10
Nov	9,434	888	494	122	42	16	8	10
Dec	9,152	854	461	112	38	18	8	9
Jan	9,700	926	513	128	44	20	9	11
Feb	9,573	925	509	129	43	19	9	13
Mar	9,476	906	504	122	44	17	8	11
Apr	9,625	901	499	123	43	18	8	11
May	9,452	892	487	119	40	17	8	11
Average	9,455	898	492	121	42	18	8	11

