

Annual Report
to the Legislature

Telecommunications Access System Act

A Publication of the
Florida Public Service Commission
Division of Competitive Markets & Enforcement

December 2004

Annual Report
to the Legislature

Telecommunications Access System Act

A Publication of the
Florida Public Service Commission
Division of Competitive Markets & Enforcement

December 2004

FLORIDA PUBLIC SERVICE COMMISSION

REPORT

TO

THE FLORIDA LEGISLATURE

ON

THE STATUS OF

THE TELECOMMUNICATIONS ACCESS SYSTEM

ACT OF 1991

December 2004

Status of Implementation of the TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991

I. EXECUTIVE SUMMARY

Chapter 427, Florida Statutes established the Telecommunications Access System Act of 1991 (TASA). Section 427.704, Florida Statutes, requires the Commission to submit an annual report to the legislature regarding the operation of the telecommunications access system. The Florida Public Service Commission (FPSC) is also responsible for establishing, implementing, promoting, and overseeing the administration of a statewide telecommunications access system that provides access to telecommunications relay services by persons who are hearing impaired or speech impaired, or others who communicate with them. To that end, the FPSC directed the local exchange companies (LECs) to form a not-for-profit corporation, known as the Florida Telecommunications Relay, Inc. (FTRI). Under oversight by the FPSC, the FTRI fulfills the requirements of TASA by providing for the distribution of access terminals required for basic telecommunications services to the hearing impaired, speech impaired, dual sensory impaired, and outreach in the most cost effective manner. 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
(7/01/03 - 6/30/04)

Total Revenue	\$15.0 million
Program Expense	\$13.5 million
Administrative Expense	\$1.0 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
7/1/00 - 6/30/01	59,663	4,972
7/1/01 - 6/30/02	54,499	4,542
7/1/02 - 6/30/03	60,302	5,025
7/1/03 - 6/30/04	69,500	5,791

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

**TABLE C
NEW RECIPIENTS OF EQUIPMENT AND TRAINING**

Deaf	426
Hard of Hearing	32,054
Speech Impaired	409
Dual Sensory Impaired	84
Total	*32,973

**The number of new recipients is lower than the amount of distributed new equipment referenced in Table B, page 3, 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 to 6/30/03	8¢/access line/month
7/1/03 to 2/28/04	12¢/access line/month
3/1/04 to 6/30/04	13¢/access line/month
7/1/04 to current	15¢/access line/month

Additional statistical information is contained in Appendices to this report. Appendix A (pages 13 & 14) provides the budget for FTRI for the 2003-04 and 2004-05 fiscal years. Appendix B (pages 15-36) 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 37-44) is information compiled from Sprint's monthly reports and contains usage information on the relay service.

II. DEVELOPMENT OF THE TELECOMMUNICATIONS ACCESS SYSTEM

The major implementation issues associated with the Telecommunications Access System were addressed in 1991 and 1992. Since that time, the system continues to meet telecommunications needs of the people of Florida. The table below identifies the major steps in development of the 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.
August 15, 1991	Relay RFP issued for relay service beginning June 1, 1992.
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.
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)
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 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.
May 19, 2003	FCC Recertification application approved through July 1, 2008
June 1, 2003	CapTel Trial began and continued through February 28, 2004.
July 1, 2003	TASA surcharge increased from \$.08 to \$.12 per access line per month.
March 1, 2004	Added CapTel and increased surcharge from \$.12 to \$.13 per access line per month.
July 1, 2004	TASA surcharge increased from \$.13 to \$.15 per access line per month.
September 21, 2004	Relay RFP Issued for relay service beginning June 1, 2005.

III. REVENUES AND EXPENDITURES

Pages 27 through 36 are the audited financial statements for Florida Telecommunications Relay, Inc. for the fiscal year ended June 30, 2004. Appendix A to this report (pages 13 & 14) is the 2003-04 and 2004-05 fiscal year budgets for FTRI. As reflected in the 2004-05 budget, the relay surcharge is estimated to produce \$17.8 million in revenues during the year. This surcharge revenue will be used to fund the projected total expenses of \$17.5 million for the year. Of that \$17.5 million, \$8.1 million will fund the relay service. The total expenses are broken down into the five categories listed below:

BUDGET CATEGORY	\$ MILLION
I. Relay Services	8.1
II. Equipment and Repairs	5.1
III. Equipment Distribution and Training	2.0

IV. Outreach	1.0
V. General and Administrative	1.3
Total Expenses	\$17.5

IV. 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 15 to 36) 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, 2003 through June 30, 2004.

EQUIPMENT DISTRIBUTED BY FTRI	UNITS DISTRIBUTED 7/1/03 - 6/30/04
1. Volume Control Telephones for Hearing Impaired (VCPH)	52,582
2. Audible Ring Signalers (ARS)	12,367
3. Visual Ring Signalers (VRS)	1,683
4. Telecommunications Devices for the Deaf (TDD)	1,248
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.	1,620
Total	69,500

V. RELAY CALLING

Appendix C, pages 37- 44, contains usage information compiled from Sprint's monthly reports filed with the Commission. In addition, CapTel service was added in March 2004. This service allows persons that have difficulty hearing while using the telephone, but prefer to use their own voice, to be able to hear and also read the conversation on a text screen. This service is

rapidly growing and is reaching persons that would otherwise not use relay service. Florida has distributed more CapTel phones than any other state.

VI. 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	Rick Kottler
Florida Association of the Deaf, Inc.	Chris Wagner
Coalition for Persons with Dual Sensory Disabilities	Harry Anderson
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	Nancy Schnitzer - local telco representative Chris McDonald - long distance telco representative
Self Help for Hard of Hearing People	Kathy Borzell
Deaf & Hard of Hearing Services of Northwest FL, Inc.	Jimmy L. Peterson

During 2004, the Advisory Committee met on two occasions. At the April 30, 2004, meeting the topics discussed were Service Quality Testing, CapTel, FTRI's proposed budget, and a discussion of future topics.

The Advisory Committee also met on October 1, 2004, in Tallahassee. The primary items discussed were service quality, FTRI Board responsibilities, CapTel, and FTRI's outreach efforts. In addition, the meeting provided an opportunity to hear any concerns from the committee.

VII. 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 [427.705(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.] 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 nonprofit 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.

VIII. CONCLUSION

Florida continues to place emphasis on outreach which has resulted in increased awareness of the relay program. Florida's hearing-impaired and dual-sensory impaired citizens using relay services and equipment have enjoyed efficient, reliable, and cost-effective telecommunication service. Furthermore, the implementation of CapTel service has enriched the lives of persons that would not normally use traditional relay service. The Commission expects these positive trends to continue in the year to come.

FTRI BUDGET

		COMMISSION APPROVED BUDGET 2003-2004 \$	COMMISSION APPROVED BUDGET 2004-2005 \$
	<u>Operating Revenue</u>		
1	<i>Surcharges</i>	15,487,150	17,852,927
2	<i>Interest Income</i>	11,714	14,950
3	<i>Service/Other</i>	0	0
4	<i>Surplus Account</i>	925,212	1,463,383
	<u>GRAND TOTAL REVENUE</u>	16,424,076	19,331,260
CATEGORY I	<u>Operating Expenses/ Relay Services</u>		
5	<i>DPR Provider</i>	8,011,548	8,133,661
CATEGORY II	<u>Equipment & Repairs</u>		
6	<i>TDD Equipment</i>	445,278	355,806
7	<i>Large Print TDDs</i>	13,632	5,680
8	<i>VCO/HCO – TDD</i>	70,920	86,220
9	<i>VCO Telephone</i>	82,936	39,745
10	<i>Dual Sensory Equipment</i>	39,840	13,000
11	<i>Captel Equipment</i>	N/A	450,000
12	<i>VCP Hearing Impaired</i>	2,458,272	3,548,655
13	<i>VCP Speech Impaired</i>	14,612	10,936
14	<i>TeliTalk Speech Aid</i>	360,000	136,800
15	<i>Jupiter Speaker Phone</i>	N/A	24,500
16	<i>In-Line Amplifier</i>	6,240	5,260
17	<i>ARS Signaling Equipment</i>	266,281	301,430
18	<i>VRS Signaling Equipment</i>	73,950	53,721
19	<i>TRS Signaling Equipment</i>	1,344	1,120
20	<i>Telecom Equipment Repair</i>	87,566	112,560
	<u>TOTAL CATEGORY II</u>	3,920,871	5,145,433
CATEGORY III	<u>Equipment Distribution & Training</u>		
21	<i>Freight-Telecom Equipment</i>	47,112	43,040
22	<i>Regional Distribution Centers</i>	1,267,752	1,942,755
23	<i>Workshop Expense</i>	43,235	47,568
24	<i>Training Expense</i>	32,400	3,732
	<u>TOTAL CATEGORY III</u>	1,390,499	2,037,095

APPENDIX A
**COMMISSION
 APPROVED
 BUDGET
 2004-2005**
 \$

**COMMISSION
 APPROVED
 BUDGET
 2003-2004**
 \$

CATEGORY	<u>Outreach</u>		
IV			
25	<i>Outreach Expense</i>	892,900	995,450
	TOTAL CATEGORY IV	892,900	995,450
CATEGORY	<u>General & Administrative</u>		
V			
26	<i>Advertising</i>	3,000	6,600
27	<i>Accounting/Auditing</i>	28,000	14,575
28	<i>Legal</i>	72,000	72,000
29	<i>Computer Consultation</i>	4,690	18,200
30	<i>Bank Charges</i>	2,160	2,412
31	<i>Dues & Subscriptions</i>	2,365	3,256
32	<i>Office Furniture Purchase</i>	9,574	4,660
33	<i>Office Equipment Purchase</i>	34,311	37,414
34	<i>Depreciation</i>	0	0
35	<i>Office Equipment Lease</i>	4,712	4,925
36	<i>Insurance- Health/Life/Disability</i>	183,893	218,994
37	<i>Insurance – Other</i>	5,660	6,582
38	<i>Office Expense</i>	20,648	17,427
39	<i>Office Moving Expense</i>	0	0
40	<i>Postage</i>	24,703	24,703
41	<i>Printing</i>	4,052	3,496
42	<i>Rent</i>	78,816	81,181
43	<i>Utilities</i>	6,290	7,383
44	<i>Retirement</i>	58,352	66,925
45	<i>Employee Compensation</i>	516,391	493,545
46	<i>Temporary Employment</i>	19,404	58,240
47	<i>Taxes – Payroll</i>	39,504	37,756
48	<i>Taxes – Unemployment Compensation</i>	4,094	5,306
49	<i>Taxes – Licenses</i>	61	61
50	<i>Telephone</i>	21,286	23,201
51	<i>Travel & Business</i>	28,096	36,950
52	<i>Equipment Maintenance</i>	6,615	7,215
53	<i>Employee Training</i>	4,900	7,160
54	<i>Meeting Expense</i>	3,220	3,960
55	<i>Miscellaneous</i>	200	200
	TOTAL CATEGORY V	1,186,997	1,264,327
TOTAL EXPENSES		15,402,815	17,575,966

Florida Telecommunications Relay, Inc.



Annual Report 2003 – 2004

TASA – Florida Statutes Chapter 427

Table of Contents

Message from the Executive Director	1
TASA Requirements	2
Mission Statement	2
Equipment Distribution Program	2
Client Services	3
New Client Eligibility	3
New Client Certification	4
New Client Age Groups	4
New Client County of Residence	5
Equipment	6
Equipment Vendors	6
Distributed Equipment	7
Quality Assurance	7
Outreach	8
Closing Statement	10
Appendix	

Message from the Executive Director



During fiscal year 2003 / 2004, FTRI served 32,973 new clients with the total number of services being 61,307. New clients increase over previous year was 25.89%. Equipment distributed totaled 69,500.

Since the inception of the FTRI program over 300,000 Floridians have received some type of specialized telephone. Maintenance services remain a vital part of the overall services provided by FTRI to consumers.

Outreach continues to play a major role with creating awareness throughout the state. During FY 2003 / 2004, FTRI, in conjunction with the regional distribution centers (RDC), conducted 1,202 outreach activities throughout the state. This averages to 100 outreach activities per month.

In addition, Florida businesses continue to sign-up as partners of the Florida Relay outreach campaign with over 658 new businesses participating this reporting period. Information about both Florida Relay and FTRI Equipment Distribution Program (EDP) has been made available to over 149,910 employees. The FTRI outreach team will continue implementation of the Business Partner Program (BPP) to recruit businesses to become relay friendly. A listing of all partners can be found at

www.ftri.org/outreach/index.cfm?fuseaction=OutreachPartners. FTRI also began a quarterly E-Newsletter specifically to maintain contact with its partners. The "Florida Link" FTRI's annual newsletter was published and disseminated to all of its clients. This edition of the Florida Link was unique in that it included an FTRI application with the intent to encourage existing clients to share the newsletter with someone they know who might benefit from a special telephone and / or the relay service.

Finally, FTRI introduced the new CapTel telephone equipment during this past year. This special telephone allows people with hearing loss and intelligible speech to conduct telephone calls by reading text on a screen while speaking for themselves. A special relay service allows the operator to use voice recognition software instead of typing verbatim to the CapTel user. It is anticipated that CapTel will expand during the next year.

As you review this report, I believe it is evident that this past year was productive for both the FTRI Equipment Distribution Program and Florida Relay Service.


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

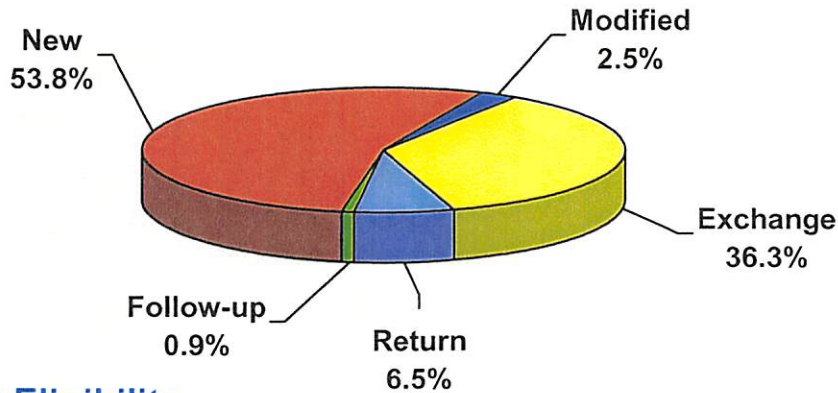
FTRI utilizes a regional distribution system for approximately eighty percent of the state of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

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

FTRI contracted with seventeen 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 2003 – 2004 was **61,307**. The average number of services provided monthly was **5,108**.

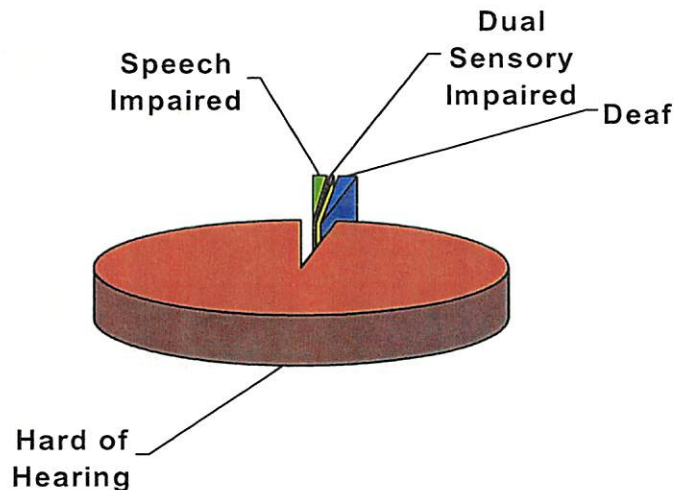


New Client Eligibility

FTRI served **32,973** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	426
Hard of Hearing	32,054
Speech Impaired	409
Dual Sensory Impaired	84
Total	*32,973

* The number of new recipients is lower than the amount of distributed new equipment 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
<i>Deaf Service Center Director</i>	12931
<i>Audiologist</i>	10497
Hearing Aid Specialist	7208
<i>Licensed Physician</i>	1361
<i>State Certified Teacher</i>	145
<i>State Agency</i>	230
<i>Speech Pathologist</i>	522
Federal Agency	79
Total	32,973

New Client Age Groups

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

Age Group	Recipients
4 – 9	81
10 – 19	179
20 – 29	151
30 – 39	247
40 – 49	566
50 – 59	1409
60 – 69	4406
70 – 79	12008
80 – 89	11324
90 – 99	2515
100 – 109	87
Total	32,973

More people in the 70 to 79 age group received equipment than those of any other specific age group. Approximately seventy-eight 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:

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.

County	Recipients	County	Recipients
Alachua	295	Lake	873
Baker	24	Lee	1218
Bay	148	Leon	417
Bradford	30	Levy	140
Brevard	914	Liberty	34
Broward	3207	Madison	40
Calhoun	34	Manatee	566
Charlotte	699	Marion	1104
Citrus	547	Martin	275
Clay	103	Monroe	240
Collier	338	Nassau	59
Columbia	120	Okaloosa	175
Dade	4968	Okeechobee	47
DeSoto	91	Orange	809
Dixie	48	Osceola	241
Duval	518	Palm Beach	2465
Escambia	514	Pasco	1192
Flagler	76	Pinellas	2246
Franklin	28	Polk	983
Gadsden	64	Putnam	92
Gilchrist	51	Santa Rosa	226
Glades	21	Sarasota	1266
Gulf	21	Seminole	340
Hamilton	32	St. Johns	172
Hardee	24	St. Lucie	362
Hendry	27	Sumter	187
Hernando	396	Suwannee	127
Highlands	701	Taylor	45
Hillsborough	1529	Union	9
Holmes	47	Volusia	686
Indian River	309	Wakulla	45
Jackson	189	Walton	68
Jefferson	19	Washington	70
Lafayette	22		
Total		32,973	

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 / TTY (VCO / HCO / TTY)
9. Tykriphone / Gewa Jupiter Telephone
10. Dialogue RC 200 w/ Air Switch
11. TeliTalk Speech Aid phone
12. CapTel – Captioned Telephone

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 due to the economics of purchasing new equipment versus repairing old equipment.

Equipment Vendors

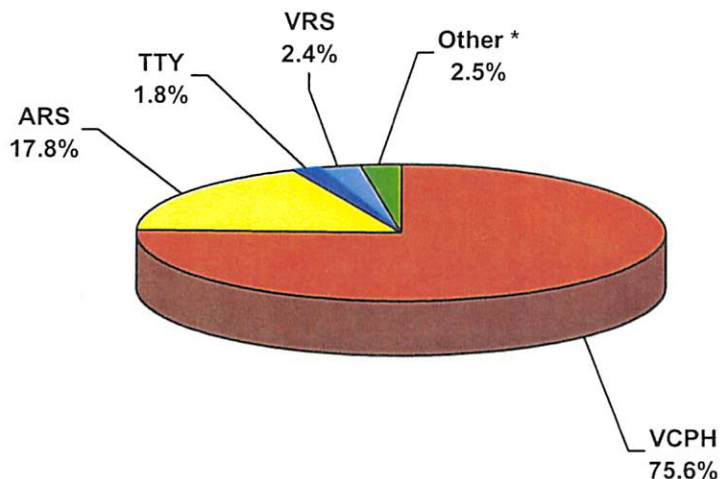
FTRI contracts with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2003 – 2004 numbered **69,500*** units. The monthly equipment distribution average was **5,791** units.

* Margin of error \pm 1%



*More than two percent of all distributed equipment in fiscal year 2003 – 2004 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, voice-carry-over phones and CapTel.

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 thirty-three percent of new clients served by RDCs and TAs were mailed quality assurance surveys. Of the approximately 10,970 questionnaires sent during this fiscal year, FTRI received 2,911 responses for a twenty-six percent return rate. Ninety-six percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC / TA for follow-up.

FTRI implemented a strategic plan to contact a higher percentage of new clients by redesigning the QA card. As an added feature, the card contains a section designed for clients to share the program with their friends and family members who may benefit from FTRI services.



Throughout the past fiscal year FTRI's outreach efforts have grown significantly throughout the state. An arrangement with regional distribution centers to provide added outreach services to their respective communities continued to be implemented.

The following activities were conducted.

Outreach Activities
FTRI / RDC conducted 1,202 outreach activities throughout the state
FTRI / RDC signed-up 658 businesses as Relay Friendly partners
Information about both Florida Relay and FTRI EDP have been made available to over 149,910 employees through the 658 Business Partners
FTRI designed new tabletop displays for FTRI EDP
FTRI published and mailed "Florida Link" newsletters to 295,000 clients
FTRI hosted several Outreach Focus Group meetings with different organizations (FAD, DSCA, FLALDA, FLASHHH, AGBELL-FL, Sprint)
Revised FTRI website
Purchased media time statewide for both Florida Relay and FTRI EDP PSAs (Public Service Announcements)
Developed two new PSAs, one for Florida Relay and one for FTRI EDP
Translated Pass Along brochure into Spanish
Developed quarterly E-Newsletter to maintain contact with businesses who are Florida Relay partners
FTRI Training Conference was held with 100% RDC participation

FTRI – Equipment Distribution Program

FTRI produced and disseminated a 30 second PSAs (Public Service Announcement) targeted to reach individuals with hearing loss to create awareness about the specialized telephones that are available to Florida residents at no charge. This PSA was aired continuously on cable networks throughout the state year-round.



CapTel - Captioned Telephone



VCPH



ARS



Below are excerpts taken from the FTRI EDP PSA.

800-222-3448 VOICE 888-447-5620 TTY

Call Toll Free for information 1-800-222-3448 (Voice) 1-888-447-5620 (TTY)

Call Toll Free for information 1-800-222-3448 (Voice) 1-888-447-5620 (TTY)

AT NO CHARGE!

NEEDS TO USE A TELEPHONE.

Discover communication freedom. www.ftri.org

The “*Florida Link*” (pictured below at left) that was published and disseminated to FTRI clients throughout the state. Pictured at right, is the Pass Along Brochure translated in Spanish.

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

2004

Do you know someone who can use an FTRI telephone?
If so, please give them this newsletter.

One of the most effective marketing strategies is word of mouth. Satisfied consumers tend to tell others about good experiences. Sharing the news about FTRI telephones is no different. All across the state, people are telling their families, friends, co-workers, fellow church members, and social organizations about our amazing services and services. As a result, FTRI is experiencing a significant increase in the number of people getting a telephone at no charge.

At No Charge
That's right, FTRI telephone equipment and services are provided to qualified Florida residents who are Deaf, Hard of Hearing, Deaf-Blind, or Speech Impaired, at no charge. The equipment and services are funded by a surcharge applied to each telephone subscriber who lives in Florida. These funds are used to provide equipment, training, and other related services, and Florida Relay.

Florida Telecommunications Relay, Inc.
FTRI operates not for profit organization, has been distributing

specialized telephone equipment for the past 12 years in the state of Florida. Over 270,000 people now use FTRI telephone equipment and services every day. Although our headquarters are in Tallahassee, we partner with not-for-profit agencies throughout the state to assist you. See page 7 for a Regional Distribution Center (RDC) near you.

Visit one of the RDC's if you wish to receive equipment and be trained to use it, receive equipment maintenance, or exchange/return equipment. Or simply call FTRI Customer Service at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY). We will gladly assist you. If you reside in or near the Tallahassee area, you may visit the FTRI office located at 1820 E. Park Avenue, Suite 101, Monday - Friday, from 8:30 a.m. to 5:00 p.m. You may also visit us on our Website at www.ftri.org.

So, be a friend and share this information today with someone you know who might need an FTRI telephone.

About The 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. Should you have a change of address or equipment needs, please call FTRI Monday - Friday, 8:30 a.m. - 5:00 p.m.

FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)

<http://www.ftri.org>

Spring / Summer 2004

Florida Telecommunications Relay, Inc.
Programa de Distribución de Equipo

**¿No puede guardar un secreto?
¡Qué bueno!**

Este folleto tiene información de uno de los secretos mejor guardados de la Florida.
¡Compártalo con otros!

Spanish Pass Along Brochure





Florida Relay

Two Florida Relay PSAs were aired continuously throughout the state on cable network. Below are excerpts taken from the Florida Relay PSAs.



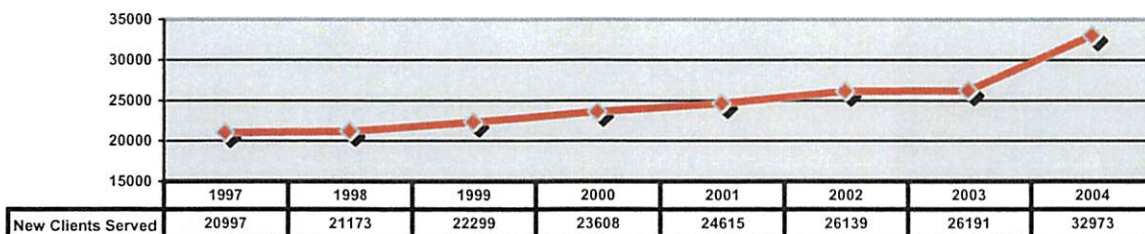
Business Partnership Program

Six hundred and fifty-eight businesses signed up as a “Relay Friendly” partner and were provided a 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. Information about both Florida Relay and FTRI EDP has been made available to over 149,910 employees with those businesses.

During this past fiscal year FTRI began a quarterly E-Newsletter to maintain contact with its partners throughout the state. It was discovered during the follow-up survey that some of them were interested in receiving periodic updates about our programs. This will be an ongoing service for the BPP.

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 300,000 residents have been provided with telecommunications equipment and support services.



Appendix A

FLORIDA TELECOMMUNICATIONS RELAY, INC.

FINANCIAL STATEMENTS

WITH INDEPENDENT AUDITORS' REPORT

FISCAL YEAR ENDED JUNE 30, 2004

FLORIDA TELECOMMUNICATIONS RELAY, INC.

TABLE OF CONTENTS
June 30, 2004

	Page
INDEPENDENT AUDITORS' REPORT	1
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

TONY C. STARACE, CPA, PA

1906 Buford Boulevard, Suite 5
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, 2004 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, 2004, 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 28, 2004
Tallahassee, Florida

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF FINANCIAL POSITION
June 30, 2004

ASSETS

CURRENT ASSETS

Cash	\$ 2,075,610
Accounts Receivable (Note 1)	1,327,359
Prepaid Expenses (Note 1)	<u>15,649</u>

TOTAL CURRENT ASSETS **\$ 3,418,618**

PROPERTY & EQUIPMENT (Note 1)

Office Furniture	\$ 46,865
Office Equipment	186,940
Dual Sensory Equipment	163,475
less: Accumulated depreciation	<u>(303,636)</u>

NET PROPERTY & EQUIPMENT **93,644**

OTHER ASSETS **8,939**

TOTAL ASSETS **\$ 3,521,201**

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts Payable (Note 1)	<u>\$ 1,734,007</u>
---------------------------	----------------------------

TOTAL CURRENT LIABILITIES **\$ 1,734,007**

NET ASSETS (Unrestricted) **1,787,194**

TOTAL LIABILITIES AND NET ASSETS **\$ 3,521,201**

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, 2004

REVENUES		
Surcharge Revenue	\$ 15,054.647	
Interest	<u>16,000</u>	
TOTAL REVENUES		\$ 15,070,642
EXPENSES		
<i>Category I - Relay Service</i>		
Total - Category I Expenses	\$ 7,490,562	
<i>Category II - Equipment & Repair</i>		
Total - Category II Expenses	3,904,368	
<i>Category III - Equipment Distribution</i>		
Total - Category III Expenses	1,523,735	
<i>Category IV - Outreach</i>		
Total - Category IV Expenses	622,355	
<i>Category V - General & Administrative</i>		
Total - Category V Expenses	<u>1,003,563</u>	
TOTAL EXPENSES		<u>\$ 14,544,583</u>
NET OF EXPENSES OVER REVENUE		526,059
NET ASSETS, BEGINNING OF YEAR		<u>1,261,135</u>
NET ASSETS, END OF YEAR		<u>\$ 1,787,194</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, 2004

Category I - Relay Service		
DPR Provider		\$ 7,490,562
Category II - Equipment & Repair (Note 1)		
TDD Equipment	\$ 336,360	
VCP Hearing Impaired Amplifiers	2,770,711	
CapTel Equipment	147,000	
VCP Speech Impaired	9,544	
Jupiter Speaker Phone	25,760	
In-Line Amplifiers	5,372	
VCO Telephone	58,226	
Signaling Equipment	312,073	
TeliTalk Speech Aid Phone	150,000	
Telecommunications Equipment Repair	89,322	
Dual Sensory Equipment	6,495	
Less: Capitalized Portion	(6,495)	
Depreciation	<u>20,800</u>	
Subtotal - Category II		3,925,168
Category III - Equipment Distribution		
Freight / Telecommunications Equipment	\$ 19,048	
Regional Distribution Centers	1,456,592	
Workshop Expense	33,406	
Equipment Training Expense	<u>14,689</u>	
Subtotal - Category III		1,523,735
Category IV - Outreach		
Outreach Expense		622,355
Category V - General & Administrative		
Advertising	\$ 1,607	
Accounting/Auditing	14,150	
Legal	72,000	
Consultation	8,831	
Bank charges	2,474	
Dues and Subscriptions	2,452	
Furniture & Equip. Purchased	6,287	
Less: Capitalized Portion	(6,287)	
Depreciation	23,521	
Office Equipment Lease	2,649	
Insurance	146,734	
Office Expenses	16,094	
Postage	16,553	
Printing	2,682	
Rent (Note 2)	78,816	
Retirement (Note 3)	49,904	
Employee Compensation	401,961	
Payroll Taxes	34,435	
Temporary Employment	43,801	
Telephone & Fax	19,762	
Travel and Business Expense	25,393	
Utilities	7,222	
Equipment Maintenance	4,690	
Employee Training	4,298	
Meeting & Interpreter Expense	2,673	
State Corp. Filing Fee	<u>61</u>	
Subtotal - Category V		<u>982,763</u>
TOTAL EXPENSES		<u>\$ 14,544,583</u>

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

4

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENT OF CASH FLOWS
For The Year Ended June 30, 2004

INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS		.
CASH FLOWS FROM OPERATING ACTIVITIES:		
Cash Received from Surcharge Revenue	\$ 14,679,200	
Cash Paid for Goods and Services	(14,170,510)	
Interest Income	<u>16,000</u>	
NET CASH PROVIDED BY OPERATING ACTIVITIES (NOTE 4)		\$ 524,690
CASH FLOWS FROM INVESTING ACTIVITIES:		
Cash Paid to Acquire Fixed Assets	<u>\$ (12,782)</u>	
NET CASH USED IN INVESTING ACTIVITIES		<u>\$ (12,782)</u>
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS		511,908
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF YEAR		<u>1,563,702</u>
CASH AND CASH EQUIVALENTS AT THE END OF YEAR		<u>\$ 2,075,610</u>

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

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2004

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 - LEASES

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, 2004 was \$78,816. Future minimum lease payments are: Fiscal Years Ending June 30, 2005 - \$81,180; 2006 - \$83,616; 2007 - \$56,848.

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2004

NOTE 2 (Continued)

On June 12, 2004 the Organization entered into a lease agreement with Pitney Bowes Credit Corporation for a postage meter. The lease is classified as an operating lease with a term of 69 months and expires on March 31, 2010. Equipment Lease expense for the fiscal year ended June 30, 2004 was \$2,649. Future minimum lease payments are: Fiscal Years Ending June 30, 2005 through June 30, 2009 - \$3,324 each and Fiscal Year Ended June 30, 2010 - \$2,493.

NOTE 3 - RETIREMENT PLAN

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telecommunications 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, 2004 was \$49,904.

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

<i>Excess of Revenues Over Expenses</i>	<i>\$ 526,059</i>
<i>Items not requiring cash</i>	
<i>Increase in Accounts Receivable</i>	<i>\$ (375,442)</i>
<i>Increase in Prepaid Expenses</i>	<i>(1,396)</i>
<i>Increase in Accounts Payable</i>	<i>331,148</i>
<i>Depreciation</i>	<i><u>44,321</u></i>
<i>Net of items not requiring cash</i>	<i><u>(1,369)</u></i>
NET CASH PROVIDED BY OPERATING ACTIVITIES	<u>\$ 524,690</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.

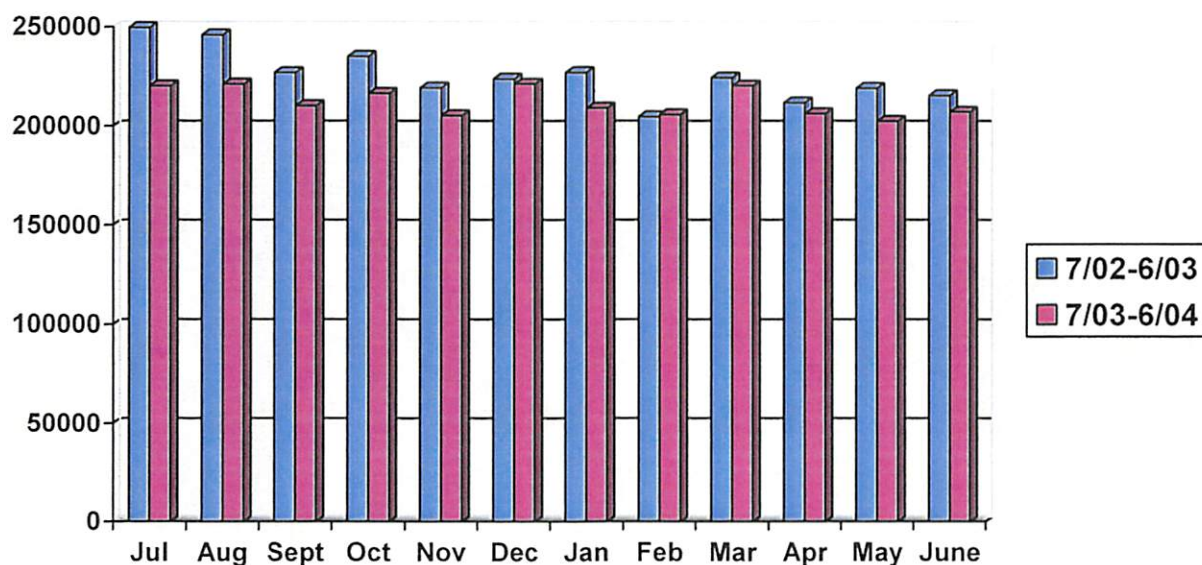
NOTE 5 - CONCENTRATION OF RISK

Florida Telecommunications Relay, Inc. maintains two bank accounts at Amsouth Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$100,000. Cash at this institution exceeded federally insured limits. At June 30, 2004 FTRI's uninsured cash balances total \$1,975,610.

Monthly Incoming Calls

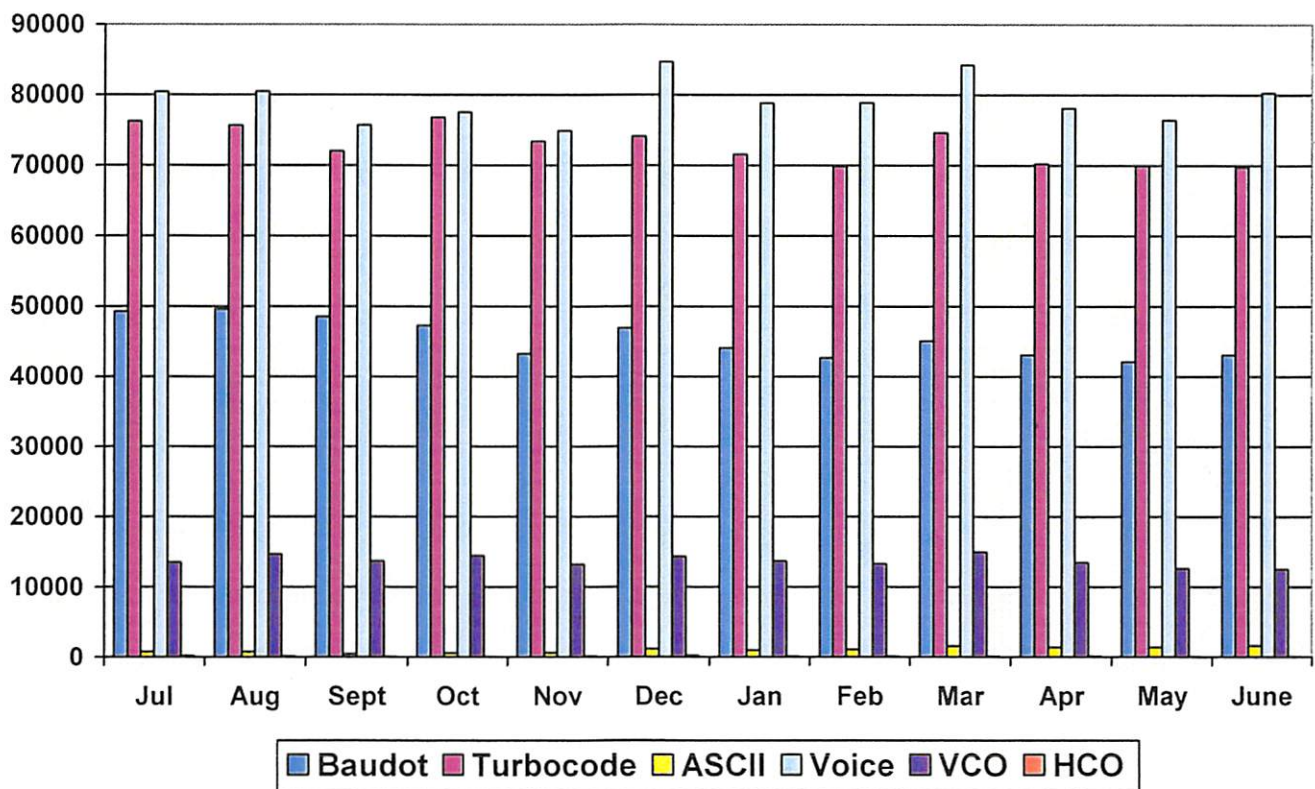
Total Incoming Calls July 2002 – June 2003		Total Incoming Calls July 2003 – June 2004	
Jul	249,649	Jul	220,344
Aug	246,039	Aug	221,299
Sep	227,088	Sep	210,438
Oct	235,203	Oct	216,699
Nov	219,388	Nov	205,375
Dec	223,927	Dec	221,442
Jan	227,192	Jan	209,194
Feb	204,722	Feb	205,865
Mar	224,507	Mar	220,482
Apr	211,855	Apr	206,303
May	219,298	May	202,490
June	215,525	June	207,257
Total	2,704,393	Total	2,547,188

Total Monthly Incoming Calls



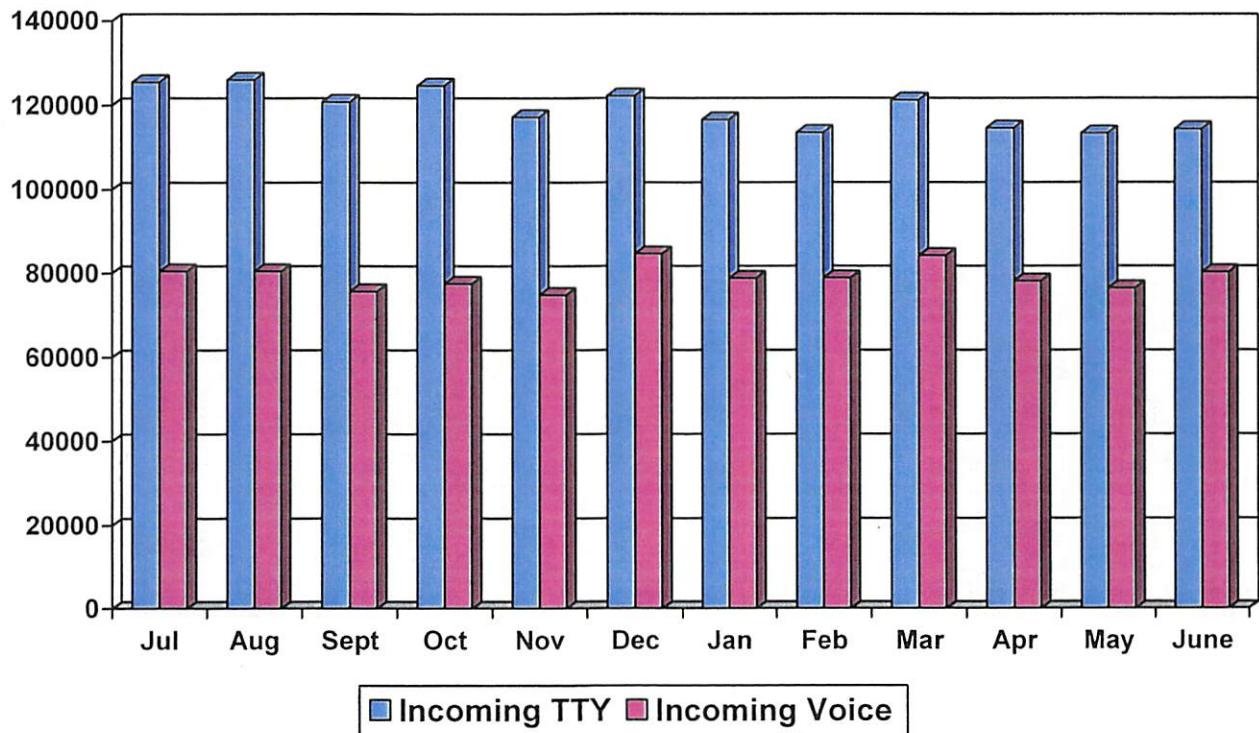
Monthly Incoming Calls by Type

	Incoming Baudot	Incoming Turbocode	Incoming ASCII	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming
Jul	49,225	76,245	754	80,445	13,512	163	220,344
Aug	49,541	75,666	781	80,490	14,702	119	221,299
Sep	48,529	71,973	464	75,697	13,716	59	210,438
Oct	47,251	76,788	600	77,509	14,486	65	216,699
Nov	43,195	73,356	655	74,871	13,190	108	205,375
Dec	46,884	74,110	1,198	84,663	14,381	206	221,442
Jan	44,037	71,543	982	78,831	13,695	98	209,186
Feb	42,639	69,830	1,096	78,891	13,318	71	205,845
Mar	45,006	74,595	1,604	84,171	15,032	70	220,478
Apr	43,025	70,211	1,395	78,128	13,468	74	206,301
May	42,061	69,936	1,391	76,420	12,639	40	202,487
June	43,031	69,757	1,615	80,269	12,522	55	207,249
Total	544,424	874,010	12,535	950,385	164,661	1,128	2,547,143



Monthly Incoming Calls - TTY vs Voice		
	Incoming TTY (Baudot+Turbo Code+ASCII)	Incoming Voice
Jul	125,470	80,445
Aug	125,988	80,490
Sep	120,786	75,697
Oct	124,639	77,509
Nov	117,206	74,871
Dec	122,192	84,663
Jan	116,562	78,831
Feb	113,565	78,891
Mar	121,205	84,171
Apr	114,631	78,128
May	113,388	76,420
June	114,403	80,269
Total	1,430,035	950,385

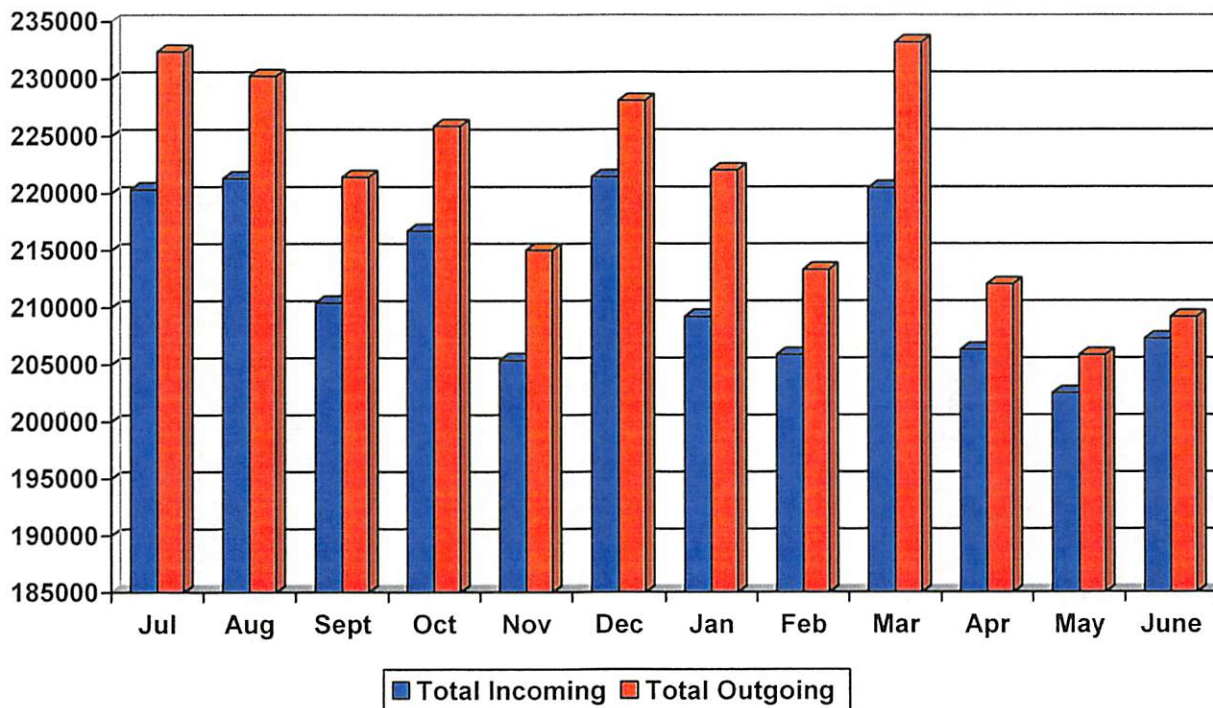
Total Incoming TTY Calls vs Incoming Voice Calls



Monthly Incoming and Outgoing Calls

	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jul	220,344	49,504	182,853	232,357
Aug	221,299	49,901	180,333	230,234
Sep	210,438	48,348	173,066	221,414
Oct	216,699	47,443	178,423	225,866
Nov	205,375	46,309	168,697	215,006
Dec	221,442	50,295	177,816	228,111
Jan	209,194	47,774	174,265	222,039
Feb	205,865	43,773	169,543	213,316
Mar	220,482	48,452	184,739	233,191
Apr	206,303	42,624	169,425	212,049
May	202,490	40,361	165,468	205,829
June	207,257	42,903	166,248	209,151
Total	2,547,188	557,687	2,090,876	2,648,563

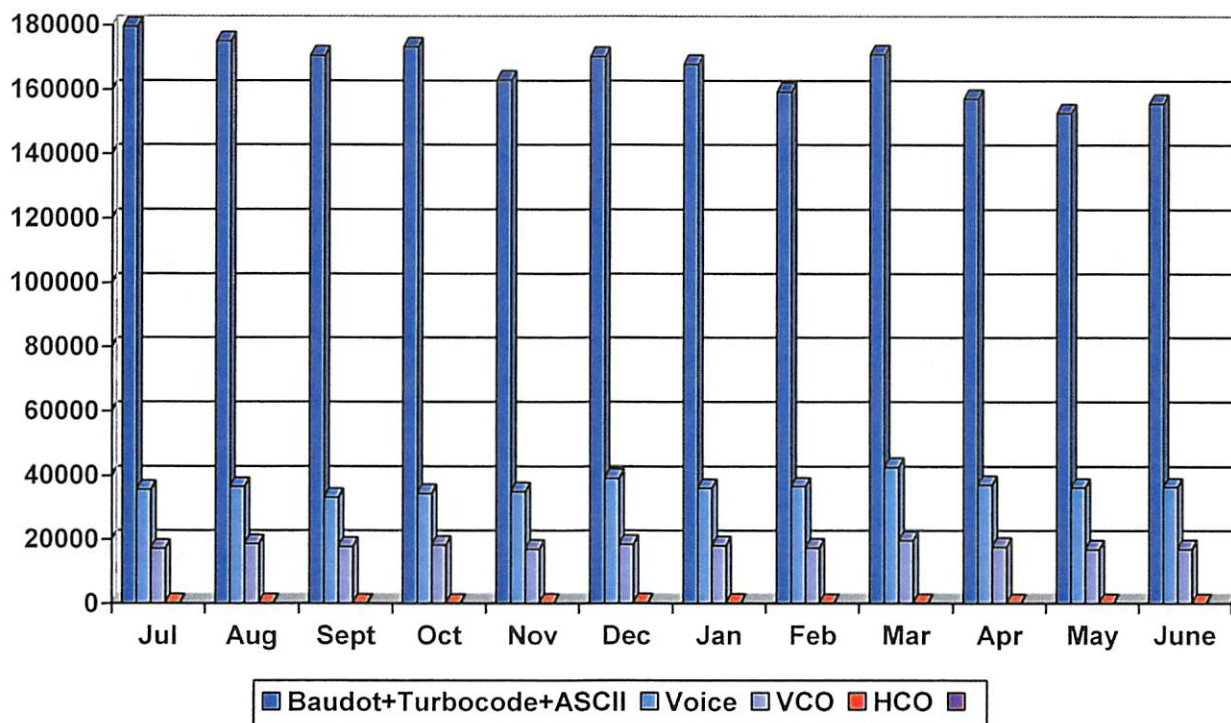
Monthly Total Incoming Calls vs Total Outgoing Calls



Monthly Outgoing Calls

	Outgoing Baudot	TurboCode	Outgoing ASC II	Baudot +TurboCode +ASCII	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jul	51,137	127,774	640	179,551	35,532	17,126	148	232,357
Aug	50,081	124,389	585	175,055	36,477	18,598	104	230,234
Sep	50,354	119,740	466	170,560	33,072	17,728	54	221,414
Oct	47,053	125,665	523	173,241	34,344	18,218	63	225,866
Nov	43,181	119,417	453	163,051	34,885	16,978	92	215,006
Dec	48,280	121,501	501	170,282	39,180	18,470	179	228,111
Jan	47,115	120,147	613	167,875	35,986	18,077	93	222,031
Feb	42,215	116,613	491	159,319	36,553	17,386	56	213,314
Mar	45,445	124,863	616	170,924	42,567	19,648	52	233,191
Apr	41,721	114,922	581	157,224	37,102	17,658	65	212,049
May	39,735	112,416	610	152,761	36,179	16,849	40	205,829
June	40,963	114,249	544	155,756	36,368	16,983	44	209,151
Total	547,280	1,441,696	6,623	1,995,599	438,245	213,719	990	2,648,553

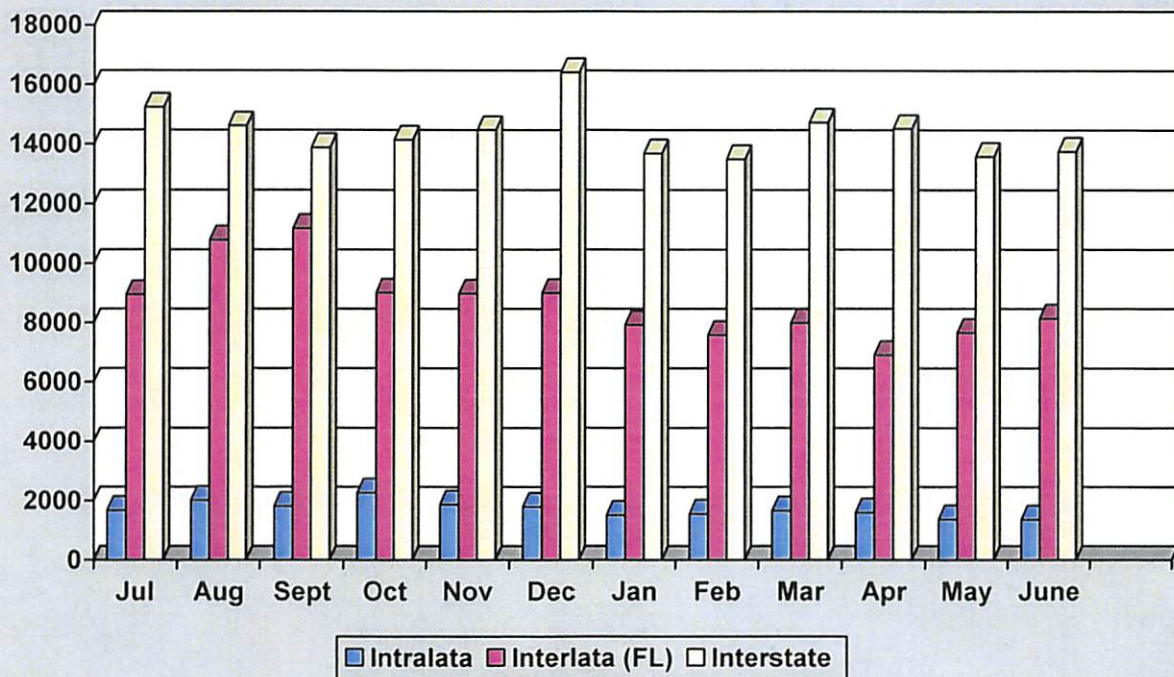
Monthly Outgoing Calls



Monthly Outgoing Call Types

	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC,Dir Assistance, Internat'l)	Total Outgoing
Jul	183,207	1,677	8,944	15,243	22,227	1,059	232,357
Aug	180,373	2,016	10,786	14,612	21,318	1,129	230,234
Sep	173,501	1,813	11,171	13,883	19,932	1,114	221,414
Oct	179,046	2,269	9,006	14,136	20,182	1,227	225,866
Nov	169,814	1,864	8,978	14,467	18,684	1,199	215,006
Dec	178,370	1,798	9,003	16,407	21,106	1,427	228,111
Jan	175,942	1,517	7,924	13,688	21,530	1,438	222,039
Feb	169,797	1,563	7,586	13,500	19,634	1,236	213,316
Mar	186,067	1,660	7,994	14,728	21,539	1,203	233,191
Apr	168,661	1,606	6,917	14,510	19,270	1,085	212,049
May	163,955	1,374	7,665	13,583	18,041	1,211	205,829
June	165,949	1,363	8,144	13,758	18,834	1,103	209,151
Total	2,094,682	20,520	104,118	172,515	242,297	14,431	2,648,563

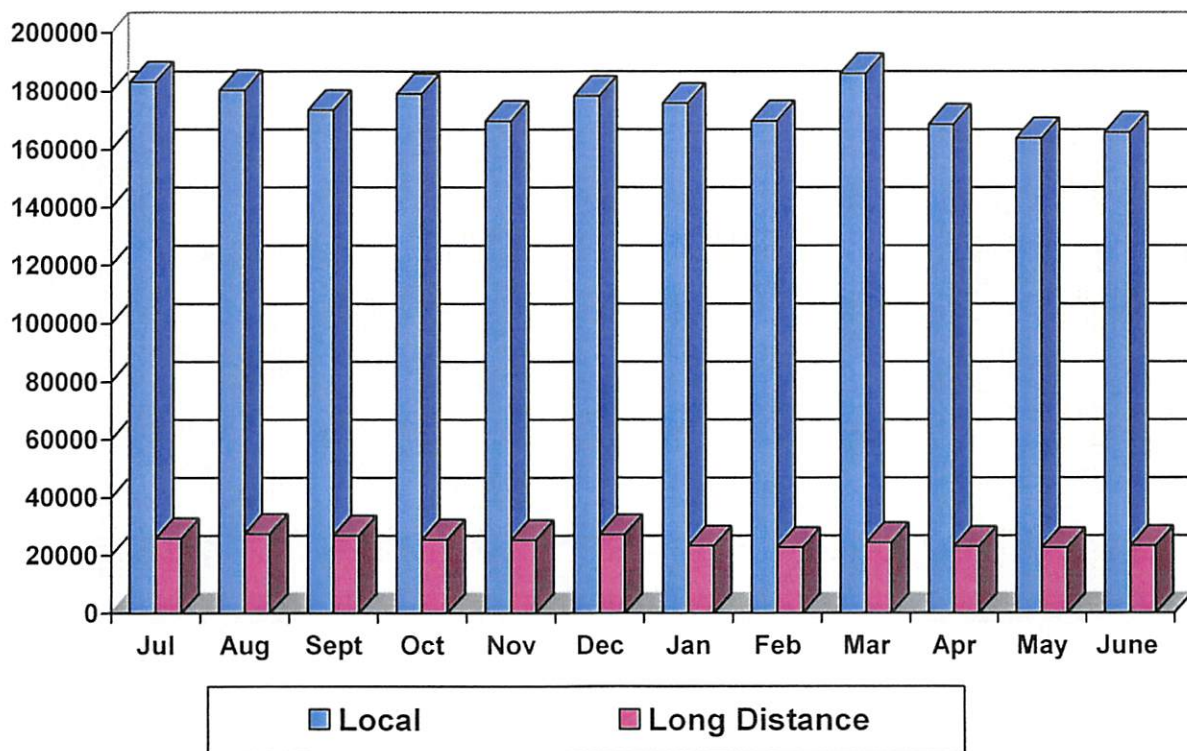
Outgoing Long Distance Call Types



Monthly Outgoing Call Types - Local Calls vs Long Distance Calls

	Local	Total		Interlata/		
		Long Distance	Intralata	Intrastate	Interstate	International
Jul	183,207	25,939	1,677	8,944	15,243	75
Aug	180,373	27,472	2,016	10,786	14,612	58
Sep	173,501	26,929	1,813	11,171	13,883	62
Oct	179,046	25,484	2,269	9,006	14,136	73
Nov	169,814	25,360	1,864	8,978	14,467	51
Dec	178,370	27,296	1,798	9,003	16,407	88
Jan	175,942	23,274	1,517	7,924	13,688	145
Feb	169,797	22,775	1,563	7,586	13,500	126
Mar	186,067	24,464	1,660	7,994	14,728	82
Apr	168,661	23,156	1,606	6,917	14,510	123
May	163,995	22,714	1,374	7,665	13,583	92
June	165,949	23,366	1,363	8,144	13,758	101
Total	2,094,722	298,229	20,520	104,118	172,515	1076

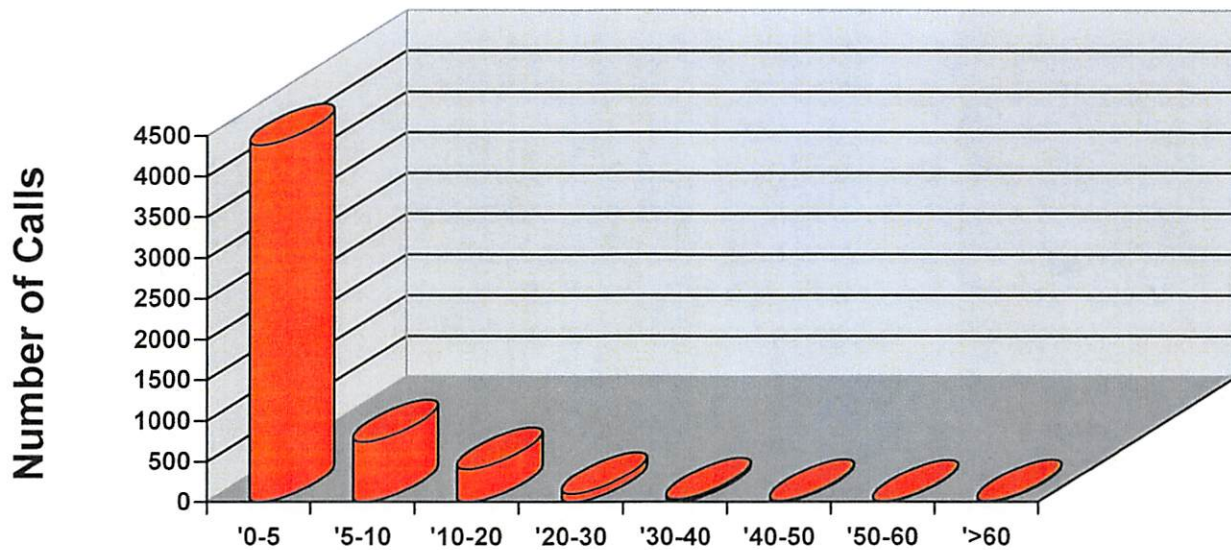
Outgoing Local vs. Total Long Distance Calls



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
Jul	4,516	779	428	107	36	15	7	9
Aug	4,452	768	419	106	36	16	9	11
Sep	4,410	760	420	107	37	16	8	10
Oct	4,388	761	421	102	36	17	7	11
Nov	4,337	722	394	97	37	15	9	11
Dec	4,401	748	417	100	35	17	8	11
Jan	4,276	758	419	102	36	15	7	8
Feb	4,481	770	422	104	36	15	8	10
Mar	4,591	769	425	103	36	17	8	10
Apr	4,339	734	401	106	36	15	8	10
May	4,126	682	376	94	31	14	7	9
June	4,281	702	392	98	36	16	8	10
Average	4,383	746	411	102	36	16	8	10

12 Month Average in Outgoing Call Duration



Duration of Calls in Minutes