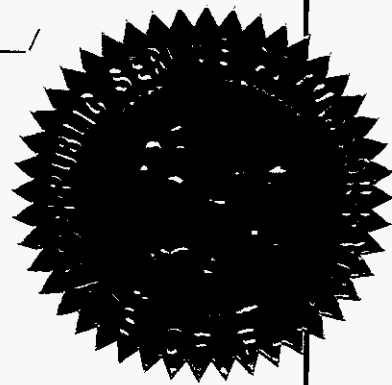


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of: DOCKET NO. 040763-TP

REQUEST FOR SUBMISSION OF PROPOSALS FOR
RELAY SERVICE, BEGINNING IN JUNE 2005,
FOR THE HEARING AND SPEECH IMPAIRED, AND
OTHER IMPLEMENTATION MATTERS IN COMPLIANCE
WITH THE FLORIDA TELECOMMUNICATIONS
ACCESS SYSTEM ACT OF 1991.



PROCEEDINGS: ADVISORY COMMITTEE MEETING
DATE: Friday, April 24, 2009
TIME: Commenced at 1:30 p.m.
Concluded at 2:34 p.m.
PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida
REPORTED BY: LINDA BOLES, RPR, CRR
Official FPSC Reporter
(850) 413-6734

DOCUMENT NUMBER - DATE
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FPSC-COMMISSION CLERK

1 APPEARANCES:

2 JAMES FORSTALL, representing Florida
3 Telecommunications Relay, Inc.

4 DEMETRIA G. CLARK, representing Verizon
5 Florida, LLC.

6 CHERYL RHODES, representing Florida Deaf/Blind
7 Association.

8 KIM SCHUR, representing League for the Hard of
9 Hearing - Florida.

10 MISSY McMANUS, representing Sprint Relay.

11 LEE ENG TAN, ESQUIRE, BOB CASEY and RICK
12 MOSES, representing Florida Public Service Commission
13 Staff.

14

15 ALSO PARTICIPATING:

16 JO CORRICK, Interpreter

17 SHARON RAWLS, Interpreter

18 BETTY DEAN, Interpreter

19

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P R O C E E D I N G S

1
2 **MR. CASEY:** Good afternoon. My name is Bob
3 Casey. And we'd like to go ahead and start the meeting.

4 First I'd like to introduce the people with
5 me. On my left is Rick Moses, who handles all the
6 engineering for us, all the engineering questions. To
7 my right is Lee Eng Tan, who is the legal counsel for
8 Relay, handles all our legal matters.

9 And before I start, I would like to go over a
10 couple of notes. TASA committee member Kim Schur is
11 participating today but she'll be on the telephone, and
12 she's on there now. Missy McManus, who represents
13 Sprint Relay, is also participating by phone. I have
14 her presentation and I'll be changing the slides as she
15 goes through her presentation. She also has the FTRI
16 presentation and the staff PSC presentation.

17 TASA committee members Richard Herring and
18 Maryrose Sirianni are not able to participate in today's
19 meeting due to scheduling conflicts. Mr. Jon Ziev also
20 phoned me or actually e-mailed me about an hour ago and
21 said he won't be able to make it either. A transcript
22 of today's meeting will be made. We have a court
23 reporter here. Once it's ready, I will e-mail it to all
24 the TASA committee members.

25 And today when you're speaking, please make

1 sure your microphone is on. If you see the green light
2 there, that means the microphone is on. If it's a red
3 light, just hit the button and it'll switch over and
4 activate the microphone.

5 One important thing today for those of you who
6 travel, we ask that you fill out your travel vouchers as
7 soon as possible and submit them to us so we can get
8 those vouchers in because of the fiscal year coming up.
9 The fiscal year will be ending and we need those
10 vouchers as quickly as possible. And Ms. Karen Peacock
11 is here in the back of the room there. If you have any
12 questions, she can help you out.

13 When you are -- when you do speak, please make
14 sure you say your name first very clearly for the record
15 so we can get it on the transcript.

16 And at this time I would like to ask Ms. Tan
17 to read the meeting notice so we can get started.

18 **MS. TAN:** Pursuant to notice published on
19 April 3rd, 2009, this time and place has been set for a
20 committee meeting in Docket 040763-TP. The purpose of
21 this meeting is to discuss current, relevant issues
22 related to Relay such as service quality, current call
23 volumes, CapTel PSAs and other TRS updates.

24 **MR. CASEY:** Thank you. And with that we'll go
25 ahead and get started. In my slide presentation I've

1 listed the current TASA members. Two new members, Julia
2 and Jon, will be confirmed tomorrow. Actually the
3 recommendation was filed yesterday for consideration by
4 Commissioners, and they will be confirmed at the next
5 Commission agenda.

6 For FCC, for FCC updates I'm going to go over
7 a few orders that have come out since the last meeting.
8 This next slide here is just a reminder of the FCC
9 orders. If you see an FCC order that starts with
10 FCC-09-110, the FCC means that it was voted on by the
11 full FCC commission. If you see an order from the FCC
12 that starts with DA, that means it was sent out by the
13 bureau through delegated authority of the Commission.
14 The full Commission didn't vote on it, but they gave the
15 bureau authority to issue those orders.

16 The current FCC commission consists of three
17 Commissioners right now: Commissioner Adelstein,
18 Commissioner Cops and Commission McDowell. Deborah
19 Tate and Kevin Martin have resigned. And Commissioner
20 Adelstein has been nominated to be Administrator of the
21 Rural Utilities Service. He's the Commissioner on the
22 left there. And the Rural Utilities Service will be
23 handling the broadband stimulus funds which the federal
24 government will be coming out with.

25 The new FCC Chairman that's been -- or

1 actually the person who's been nominated to be the FCC
2 Chairman by the President is Julius Genachowski. He's
3 46 years old, a businessman, and someone who went to
4 Harvard with the President. Very much into Internet and
5 broadband. Very knowledgeable.

6 The first order I wanted to touch on was
7 released November 14th, and it gave certification to
8 GoAmerica as an Internet Protocol Captioning Telephone
9 Service. The next order issued December 19th was for IP
10 Relay and VRS telephone numbers. It covered
11 911 implementation issues, timing for user registration.
12 Anyone who wants a 10-digit number for VRS or IP Relay
13 has to register for that. The three-month registration
14 period ended March 31st, and there's a permissive
15 calling period which ends June 30th, 2009. So anyone
16 who wants to use VRS or IP Relay with a 10 -- has to
17 have a 10-digit number after June 30th.

18 The order also goes into the use of toll-free
19 numbers and eligibility requirements and verification
20 procedures to get the 10-digit number, and it also goes
21 into assignment of telephone numbers. The numbers that
22 are assigned have to be geographically appropriate.
23 That means you can't be here in Florida and request a
24 New York area code. The number or the order goes into
25 numbering costs. My laptop is being slow today.

1 Okay. The next order released December 24th,
2 2008, extends waivers of certain TRS mandatory minimum
3 standards for VRS and IP Relay. Those standards were to
4 expire January 1st, 2009, but now they're extended to
5 January 1st, 2010. And the waivers are for one-line
6 Voice Carry Over; Voice Carry Over to TTY; and Voice
7 Carry Over to Voice Carry Over; one-line Hearing Carry
8 Over; Hearing Carry Over to TTY; and Hearing Carry Over
9 to Hearing Carry Over, HCO-to-HCO; call release;
10 pay-per-call (900) calls; the different types of calls;
11 equal access to interchange carrier; and
12 Speech-To-Speech. All those had variances and now
13 they're extended to 2010.

14 On January 7th they issued another order which
15 made American Network certified as a provider of IP
16 Relay, VRS and IP-Captioning Telephone Service.

17 On February 10th the FCC issued an order --
18 okay. We're going to take just a two-minute break.
19 They have to, the court reporter has to catch up on the
20 captioning.

21 (Pause.)

22 Okay. Now we're back online.

23 The order that was issued February 10th, 2009,
24 was to let providers know what the rounding up
25 conversation minute rule is regarding Interstate TRS

1 Fund. They must measure the conversation time of each
2 call to the nearest second. And when the time for such
3 call is expressed in decimal form, the Relay provider
4 must round the time to the nearest tenth of a minute.

5 On March 25th, the FCC released another order
6 basically about white label services. Now white label
7 services is a process where entities that are not
8 certified Relay providers offer IP Relay, mostly VRS,
9 and then bill for the service through certified
10 providers. In other words, they're using certified
11 providers for billing purposes and the people who
12 provide the VRS aren't actually certified. And
13 GoAmerica wants the Commission to amend these rules.

14 Okay. On April 1st of 2009 they issued
15 another order which addresses the 711 waiver order for
16 people who call 711 for emergency purposes to get
17 911 services. They're still having problems, so they
18 granted them a waiver until June 29th of this year to
19 come up with a solution.

20 On April 20th, the FCC issued another order
21 establishing a pleading cycle for parties who oppose the
22 petition for reconsideration that only deaf or hard of
23 hearing people obtain ten-digit telephone numbers for IP
24 Relay and VRS. They would like hearing people to also
25 get telephone numbers.

1 Okay. Now to PSC updates. By contract
2 effective July 1st of this year, rates for traditional
3 TRS will be 80 cents per session minute and the rate for
4 CapTel will be \$1.40 per session minute. By June 1st of
5 this year Sprint is required to notify the Commission of
6 its decision whether to extend the Relay contract into
7 the 2010/2011 option period. Then by contract the
8 Commission is required to notify Sprint of its intent to
9 exercise the required -- the requested option period
10 within two months of the receipt of Sprint's
11 notification. There are two one-year extensions left on
12 the current contract.

13 Staff filed a recommendation yesterday
14 addressing FTRI's proposed 2009/2010 budget and the
15 Commission is recommending approval of what FTRI
16 submitted to us. Commissioners will consider the
17 recommendation at the May 5th, 2009, agenda. And James
18 will further discuss the FTRI budget in his
19 presentation.

20 In my slides I'm also including an update on
21 VRS and IP Relay. It's still pending out there whether
22 states are going to be required to assume the intrastate
23 costs of VRS and IP Relay. As you remember from past
24 meetings, the FCC wasn't able to do this, wasn't able to
25 require the states to do this because they could not

1 pinpoint the beginning and ending points of a telephone
2 call for VRS and IP Relay. Well, the, an order came out
3 last year for ten-digit numbering for VRS and IP Relay.
4 So basically what it comes down to, they're going to
5 know the beginning and ending points once all the
6 10-digit numbers are assigned for IP Relay and VRS. So
7 we can probably anticipate something coming from the FCC
8 in the not too distant future; maybe not this year but
9 next year.

10 The estimated impact on our Relay program for
11 assuming the intrastate costs of just VRS and IP Relay
12 is approximately \$25 to \$30 million annually, and this
13 is just for the minutes, not for any equipment that we
14 may have to supply.

15 Now in addition to IP Relay and VRS, if
16 you'll remember, the FCC also approved IP STS,
17 Speech-to-Speech, and IP CTS, Captioning Telephone
18 Service, which I'm sure they will pass on to the states
19 too, the interstate costs.

20 I included a couple of graphs here in the
21 presentation just to show you what's happening with the
22 regular TRS minutes and the CapTel minutes. As normal,
23 you can see the TRS minutes are going down. CapTel
24 minutes are fluctuating a little bit, but they are
25 pretty constant. IP Relay minutes are going down, but

1 as you can imagine, VRS minutes are going up.

2 I put one graph in here that shows a
3 comparison of VRS, IP Relay, CapTel and regular TRS
4 minutes to give you an idea of which minutes are going
5 up and which minutes are going down.

6 This last graph here is from the NECA website,
7 National Exchange Carrier Association. And I thought it
8 was kind of interesting because if you look on the very
9 bottom, it shows, Caption Telephone Service and IP
10 Caption Telephone Service. They're starting to keep
11 track of that now. They had, I believe, one month of
12 actual cost and five months of projected cost on this.

13 Okay. Next I'm going to ask James to go ahead
14 and do his presentation on the proposed budget. We'll
15 take just a minute.

16 **MR. FORSTALL:** Good afternoon, Bob and
17 everyone else at the TASA Advisory Committee. My name
18 is James Forstall, and I'm the Executive Director of
19 Florida Telecommunications Relay, Incorporated, FTRI.

20 Today I am presenting on the proposed fiscal
21 year 2009 and 2010 budget. Based on the best
22 information available to us, the FTRI Board of Directors
23 has approved a recommendation to maintain the current
24 surcharge level of 11 cents for the next fiscal year.
25 We estimate that a surcharge level of 11 cents would

1 produce a shortfall in meeting FTRI's operating
2 expenses, and we have not proposed to revise the
3 surcharge because we believe there's sufficient funds in
4 the surplus account to offset the difference.

5 The budget as approved by the Board projects
6 total revenues to be \$11,206,146 and total expenses to
7 be \$11,496,251. The difference of \$290,105 will be
8 transferred from the surplus account.

9 During fiscal year 2006/2007 the Public
10 Service Commission recommended a surcharge level of 15
11 cents in order to build a surplus in the TRS Fund in
12 preparation for the FCC mandate for state TRS programs
13 to assume the cost of Video Relay Service and IP.

14 Estimated additional cost burden to Florida
15 for Video Relay Service will be between \$18 to
16 \$20 million annually, with IP Relay and IP CapTel
17 driving the estimate higher. FTRI estimates to have
18 between \$18 and \$19 million in the surplus account by
19 the end of June 2009.

20 As of February 2009, FTRI has over 413,000
21 individuals in the client database. It is evident that
22 FTRI and its contracted regional distribution centers
23 are reaching out to meet the telecommunications access
24 needs of residents who are deaf, hard of hearing,
25 deaf/blind or speech disabled. Outreach continues to be

1 a large part of our efforts, and we are planning to
2 increase these activities in order to continue to reach
3 out to the estimated 3 million potential clients in
4 Florida by creating awareness and telephone
5 independence.

6 FTRI will continue to open additional regional
7 distribution centers throughout the state with the goal
8 of serving more people. We continue to expand outreach
9 efforts to include broadcast television advertising as
10 well as print media with local newspapers.

11 Surcharge revenues for fiscal year 2009 and
12 2010 are based on a 3.35 percent decrease in the total
13 number of access lines reported and estimated in fiscal
14 year 2008 and 2009. Interest income for the next fiscal
15 year is projected to be \$215,691.

16 The operating revenue will consist of
17 100,922,362 total number of access lines. Multiply that
18 by 11-cents surcharge, the total revenue from access
19 lines equals \$11,101,460, less the 1 percent
20 administrative cost, with a net operating revenues of
21 \$10,990,455. Adding the interest to that of \$215,691
22 will give total operating revenues of \$11,206,146, less
23 FTRI operating expenses of \$11,496,251, which allows us
24 to transfer \$290,105 from the surplus account.

25 Category I, Florida Relay. Fiscal year

1 2009/2010 budget for Relay is based on projections
2 submitted by the Relay provider with adjustments. The
3 contracted rate is 75 cents per billable minute for TRS
4 and \$1.37 per billable minute for CapTel. Using the
5 data submitted by the Relay provider it is estimated
6 year-end total of 5,328,691 billable minutes.

7 \$2,152,421 estimated regular Relay billable
8 cost with \$3,368,552 estimated for the CapTel billable
9 cost, with a total billable cost for Category I of
10 \$5,520,973.

11 Category II, equipment and repairs. This
12 category consists of all equipment purchases as well as
13 repairs. FTRI is projecting the number of equipment to
14 be distributed during fiscal year 2009 and 2010 to be
15 close to the estimated actual of the current fiscal year
16 with increases, which is around 36,000. The total
17 proposed budget for Category II is \$2,581,422.

18 Category III, equipment distribution and
19 training. FTRI continues to contract with 21 RDCs that
20 provide services in different locations throughout the
21 state. It is estimated that the regional distribution
22 centers and FTRI will have provided over 32,000 services
23 to clients during the current fiscal year. The total
24 fiscal year 2009/2010 proposed budget for Category
25 III is \$1,131,588.

1 On this screen is a map of the State of
2 Florida listing where or showing where the different
3 regional distribution centers are located throughout the
4 state.

5 Category IV, outreach. FTRI is proposing an
6 outreach budget of \$911,344 for fiscal year 2009/2010.
7 The FTRI portion of the budget is \$771,344, with
8 \$250,000 obligated to the regional distribution center
9 outreach contracts, another \$250,000 for broadcast media
10 purchases, another \$130,000 for ad placement in local
11 newspapers, and regular print, which is \$45,000.

12 The Florida Relay portion is \$140,000. The
13 media portion is \$125,000, which will be combined with
14 the media purchase of \$250,000 to make a total media
15 purchase of \$375,000 for the year. Education is \$5,000
16 and printing is \$10,000.

17 Category V, general and administrative. The
18 total proposed budget for Category V is \$1,350,924.
19 FTRI has 15 authorized positions. And I'll be glad to
20 answer any questions anyone may have.

21 **MR. CASEY:** Thank you, James. Does anyone
22 have any questions?

23 **MS. McMANUS:** Yes. This is Missy.

24 **MR. CASEY:** Go ahead, Missy.

25 **MS. McMANUS:** You said that you have a

1 contract with 21 RDCs and then the next slide shows a
2 map of Florida with 24 RDCs. Are you contracting with
3 23 (sic.) of them but the other three are independent?

4 **MR. FORSTALL:** Okay. You're correct. What --
5 we have added two new additional RDCs. If you'll
6 notice, that RDC Number 1 is no longer in the system.
7 It was merged with RDC Number 8. And we added Number
8 24, which is the CIL Disability Resource Center located
9 in Pensacola. We just added them and they will start
10 becoming an RDC next month in May.

11 **MS. MCMANUS:** Okay. This is Missy. Thank
12 you. I think it's wonderful that you are able to
13 promote outreach and look for expansion, especially
14 during this economic time. So I think it's fabulous.

15 **MR. FORSTALL:** Okay. I do, if it's okay, I
16 would like to add one more comment. We are currently in
17 negotiation with the Center for Independent Living in
18 Panama City and we hope to contract with them to also
19 become a distribution center in Panama City.

20 **MR. CASEY:** Any other questions?

21 I have one for you, James. I know Sprint has
22 been doing CapTel commercials. Are they coordinating
23 with you now so you know when they're being run?

24 **MR. FORSTALL:** I know that the CapTel PSAs
25 have been, are being aired in the Tallahassee area. I

1 have seen it twice. And I believe it is currently being
2 aired throughout the month of April, May, and June.

3 **MR. CASEY:** Missy will probably go over that.
4 Okay. Thank you.

5 Now if there's no other questions, we can go
6 ahead to Missy's presentation. Missy, if you'll give me
7 just a couple of minutes, we're going to switch laptops
8 so I can do your presentation. And just let me know
9 when you want to change slides. I'll let you know when
10 we're ready.

11 (Pause.)

12 Okay. Missy, I have the first slide up there
13 on the screen. If you would, just please let me know
14 when you want me to switch them. Thank you. And you
15 can go ahead.

16 **MS. McMANUS:** All right. Thank you. This is
17 Missy speaking. Thank you very much. I want to say,
18 first of all, that I really appreciate the PSC letting
19 me call in to this conference. I am using a live Sprint
20 staff interpreter through a video phone, so I might be a
21 little bit awkward. This is my first time doing a
22 presentation this way. So we'll see how it goes.

23 The first slide is the agenda for my portion
24 of the presentation. And I'm not going to have to
25 comment about the 10-digit numbering because Bob already

1 covered that. So that saves ten minutes right there.

2 Next slide, please.

3 **MR. CASEY:** Okay.

4 **MS. McMANUS:** The TRS call volume, and this is
5 only nine months worth, July of '08 to March of '09.
6 And like Bob had already mentioned, the TRS minutes and
7 call volume are on the downslide. And that's the same
8 with other states; it's not just Florida. And that's
9 because VRS and IP are becoming so popular as well as
10 pagers.

11 Any questions about this particular slide?

12 **MR. CASEY:** No questions. You can go ahead.

13 **MS. McMANUS:** All right. Next slide, please.

14 **MR. CASEY:** Okay.

15 **MS. McMANUS:** This is the TRS call volume
16 numbers. The first is July of '07 and June of '08.
17 That's a 12-month total. And you can see that's
18 963,856. That means the average per month was 80,321.
19 The next is July '08 to March of '09, so that's a
20 nine-month time period. So we still have three more
21 months left to go, but you can already see that there is
22 a dropoff in the total per month. We have 595,451 so
23 far in those nine months, and the average per month is
24 66,161. So that's a 14,000 dropoff from the previous
25 year month-to-month average. So that's significant.

1 Any questions about this slide?

2 **MR. CASEY:** No questions.

3 **MS. McMANUS:** All right. Go on to the next
4 slide, please.

5 **MR. CASEY:** Okay.

6 **MS. McMANUS:** And, of course, all plans have
7 their bumps. I just lost her on video. Hold on while I
8 get her back on.

9 (Pause.)

10 This is Missy back. All right. Sorry about
11 that. Technology problems. I already told you that
12 this is new for me. That might not be the last one.
13 We're on slides that shows the percentage of TRS users.
14 It's a pie chart, nine months worth and the highest
15 percentage is VCO. It's a little bit surprising because
16 most other states have the TTY as still the highest of
17 all of the groups, but for Florida VCO is the highest
18 group. And I suspect it's because of the higher
19 percentage of hard of hearing people in Florida and they
20 are the ones who usually use VCO.

21 The second highest at 27 percent is TTY. But
22 they're -- pretty closely coming up on third is Turbo
23 Code. Again, that's a TTY. It's just a faster speed of
24 TTY. And technically TTY users are still the highest if
25 you add regular TTY and Turbo Code together. And then

1 the light blue is voice, and that's 17 percent. Any
2 questions about this pie chart?

3 **MR. CASEY:** No questions.

4 **MS. McMANUS:** All right. Next slide, please.

5 **MR. CASEY:** Okay.

6 **MS. McMANUS:** Now on CapTel. This is the
7 CapTel call volume for nine months. And just like Bob
8 said again, it has fluctuated but it is increasing in
9 some months and it is pretty much remaining at a steady
10 pace. Any questions about this slide?

11 **MR. CASEY:** No questions.

12 **MS. McMANUS:** Okay. Next slide, please.

13 **MR. CASEY:** Go ahead.

14 **MS. McMANUS:** This is the CapTel call volume
15 for July 2007 to June 2008, which would be a total of
16 964,716, with an average per month of 80,393. And then
17 the second set of numbers is 2008 to 2009, just nine
18 months. And, again, there's three months left to go,
19 and those totals for the nine months is 748,185, with an
20 average per month of 83,132. So that's 3,000 per month
21 more than last year. You can see, if you remember the
22 previous slides, TRS was dropping off and CapTel is
23 increasing month over month. So they're kind of past
24 each other, going in different directions. All right.
25 Any questions on this one?

1 **MR. CASEY:** No questions.

2 **MS. McMANUS:** All right. Next slide, please.

3 **MR. CASEY:** Go ahead.

4 **MS. McMANUS:** This is the CapTel typing
5 results. For November of '08 we did several tests on
6 different agents or different captionists. For this
7 month of November the raw accuracy score was
8 90.5 percent. What that means is that if the captionist
9 was typing and made a mistake, that counted even though
10 they went back and corrected the mistake. But we still
11 counted the mistake, their original mistake. That's why
12 it's called the raw accuracy score, 90.5 percent.

13 And I did not put down the corrected accuracy
14 rates because, well, it was about 97 to 99 percent in
15 the end. Now the transcription rate is not the same as
16 words per minute. The transcription rate is similar to
17 the raw accuracy score. What it is is when the
18 captionist begins to type let's say over 200 words per
19 minute but they see some errors and they go back and
20 change it, that counts after the changes are already
21 made. It becomes the transcription rate. So for that
22 month of November it was 154. And if you look down, the
23 next set is March. Again, we did several test calls on
24 several captionists. The raw accuracy rate was
25 95.3 percent, so it was an improvement, and then the

1 transcription rate was 151. It's very similar to what
2 it was in November of 154. Any questions?

3 **MR. CASEY:** No questions.

4 **MS. McMANUS:** Okay. You guys are great,
5 quiet. All right. Let's go to the next one --

6 **MR. CASEY:** Go ahead.

7 **MS. McMANUS:** -- which is the outreach
8 performed. There were three events: DeafNation Expo in
9 Orlando, I did acquire a CapTel/WebCapTel contractor,
10 and then the third one is the CapTel PSA. Those are
11 public service announcements.

12 Next slide, please.

13 **MR. CASEY:** Go ahead.

14 **MS. McMANUS:** The DeafNation Expo in Orlando
15 was on March 14th, about a month ago. We estimated
16 about 3,500 people attended. We felt the number was a
17 little bit less, but we were following the DeafNation
18 reported number of attendees. We had 12 Sprint Relay
19 team members at the show demonstrating a variety of
20 products: CapTel, WebCapTel, BlackBerry pagers, IP VRS,
21 general Florida relay service. We always promote all of
22 the products and that's why we had to have 12 people
23 there because there was a lot.

24 Next slide, please.

25 **MR. CASEY:** Go ahead.

1 **MS. McMANUS:** Orlando was the first DeafNation
2 where we used our new Sprint Relay booth, the new design
3 and the new layout. Previous to that we were using just
4 regular tables with a tablecloth and fliers and
5 brochures laid out on the table. This is more
6 user-friendly and we're able to have laptops at a more
7 comfortable location -- easier to demonstrate all of the
8 different products for the people.

9 Next slide, please.

10 **MR. CASEY:** Go ahead.

11 **MS. McMANUS:** It's similar. It's just another
12 picture. Any questions about the DeafNation - Orlando?

13 **MR. CASEY:** No questions.

14 **MS. McMANUS:** All right. Going on to the next
15 slide. CapTel/WebCapTel contractor.

16 **MR. CASEY:** Go ahead.

17 **MS. McMANUS:** We acquired not a new, but a
18 person, Mary Moore. I understand that she used to be on
19 your TASA board some time ago. She was an FAD officer,
20 Florida Association for the Deaf officer. I have not
21 met her. My team recommended her. And she was very
22 enthusiastic and willing and wanting to help promote
23 CapTel and WebCapTel. She is an experienced user of the
24 service and has been for a while, so she is very
25 familiar with the service. We provide training anyway,

1 but she picked it up quite smoothly. We have an
2 agreement that she will perform about four outreach
3 events per month mostly emphasizing WebCapTel.
4 Remember, WebCapTel is not paid by the State of Florida,
5 the PSC, FTRI. NECA absorbs the cost of WebCapTel.

6 Because Florida is such a large state compared
7 to my state of South Carolina, we needed to, we need to
8 have more subcontractors. So if any of you know of
9 anybody who would be a good person for Sprint Relay to
10 promote WebCapTel and other services, please let me
11 know. I would appreciate it. I would like a good
12 person who is a hard worker, very dependable and able to
13 communicate with a variety of different populations.

14 **MR. CASEY:** And this would just be for the
15 State of Florida?

16 **MS. McMANUS:** Yes. Yes. But, of course, if
17 you know anybody in other states, let me know those as
18 well.

19 Okay. Any other questions on this slide?

20 **MS. SCHUR:** This is Kim Schur. Do you have a
21 schedule of when she's going to be doing these OR
22 (phonetic) events and where exactly in Florida?

23 **MS. McMANUS:** This is Missy here. No, I do
24 not have a schedule. She's mostly working with our
25 CapTel manager. I can provide support like fliers and

1 additional training if she needs it -- of course, I
2 don't think she will -- and any communication. That's
3 my responsibility. But, no, I don't know the schedule.

4 **MS. SCHUR:** I'm thinking that if she's going
5 to be near some distribution centers, that it might pay
6 to coordinate with her so that we can also provide
7 services as far as what's available through FTRI. Maybe
8 working with James and James could get it out to the
9 centers, it would be a way of doing kind of double
10 outreach.

11 **MS. McMANUS:** This is Missy. That's perfect.
12 That's what I do here in South Carolina. I work very
13 closely with the EDP program here. We see each other
14 probably once every couple of weeks and communicate
15 quite often. So certainly we have an excellent
16 relationship here and it has benefited us. I would love
17 to see that for Florida as well. Thank you, Kim, for
18 bringing that up.

19 **MR. CASEY:** This is Bob Casey. Could you also
20 include me on that e-mail notification of the events?
21 When you send the e-mail, please send it to James, and I
22 could distribute it to the TASA committee. James can
23 distribute it to his regional distribution centers.

24 **MS. McMANUS:** All right. This is Missy here.
25 I will do that.

1 **MS. SCHUR:** And if we can -- this is Kim
2 Schur. I'm sorry. If we can have a lead time, James,
3 I'm kind of talking at you also, some sort of lead time
4 so we know where and when it's going to be so that we
5 can really make the most out of the event rather than
6 just get a flier stating that it's going to happen, you
7 know, next week or something like that.

8 **MR. FORSTALL:** This is James. Missy, all of
9 our outreach events are listed on the FTRI website way
10 in advance. That would be a good starting point or a
11 place for Sprint or Mary Moore to look.

12 **MS. McMANUS:** This is Missy here. Fabulous.
13 Thank you.

14 Next slide, please.

15 **MR. CASEY:** Go ahead.

16 **MS. McMANUS:** The CapTel PSAs. We have
17 already started the first run, started April 6th and
18 will continue the week, until the week of May 25th. I
19 think it'll be over May 31st. So it's April 6th through
20 May 31st. And the sponsorship is by CTI/WCI. That's
21 CapTel. They are providing 100 percent of the subsidy
22 for this. We are very thankful for them for doing that.
23 And the affiliates will be NBC, CBS and ABC. And these
24 PSAs will be shown on programs such as mostly news, like
25 Good Morning America, local news, those kinds of

1 programs, also Oprah, Dr. Phil, Ellen and a few other
2 programs.

3 Next slide.

4 **MR. CASEY:** Missy, this is Bob Casey. Is this
5 going to be statewide or are these going to be in select
6 markets?

7 **MS. McMANUS:** If you look at the next slide,
8 you'll see where they'll be shown.

9 **MR. CASEY:** I spoke too soon. Go ahead.

10 **MS. McMANUS:** Correct. This is Missy. For
11 the State of Florida we have markets that include the
12 cities that are listed here like Fort Myers - Naples.
13 And I'll explain what the numbers in parentheses are in
14 just a minute. You've got Gainesville, Jacksonville -
15 Brunswick, Orlando - Daytona Beach - Melbourne,
16 Panama City, Tallahassee and Thomasville, Tampa and
17 St. Petersburg and Sarasota, West Palm Beach and Fort
18 Pierce.

19 The numbers in the parentheses, for example,
20 244 in Fort Myers, says how many times that CapTel PSA
21 will be run in that area. So that's a pretty good
22 number, 244 times in that particular market, Fort Myers
23 - Naples. And you'll see it's 173, 284, for a total of
24 times that the PSA will run is 1,640. And this is about
25 a two-month time period, so we hopefully will hit a lot

1 of people with this PSA. Sprint is thrilled that
2 WCI/CTI has agreed to sponsor the whole showing of this.
3 I mean, it's a win-win situation for all of us involved.
4 It's more work for FTRI. I don't know how James feels
5 about that.

6 Any questions?

7 **MR. FORSTALL:** This is James. I wanted to
8 make a comment. We are receiving quite a few calls from
9 people who have seen the PSAs on television. I would
10 say since you have started we've received about 100, 120
11 calls from different people, and what we have done is
12 refer them out to the local regional distribution
13 centers.

14 **MR. CASEY:** Okay. Kim, did you have a
15 question, Kim?

16 **MS. SCHUR:** I did. I was wondering, nothing
17 further south than West Palm Beach? Kind of skipping
18 Broward and Dade Counties totally.

19 **MS. McMANUS:** This is Missy. Not at this
20 point. I understand that FTRI is going to be doing some
21 CapTel media buys in that area. Maybe FTRI is going to
22 be covering that.

23 **MR. CASEY:** James would like to make a comment
24 on that.

25 **MR. FORSTALL:** We do not have any specific

1 CapTel PSAs. The PSAs that we have been running
2 throughout the state are the ones we recently developed
3 last November, but they specifically address all the
4 equipment in general, not any specific equipment such as
5 the CapTel. So we do not have any specific CapTel media
6 PSAs currently running.

7 **MS. McMANUS:** Okay. This is Missy here.
8 That's something that the Sprint and CTI team can look
9 at for further buys in the future.

10 Okay. Any other questions?

11 **MR. CASEY:** No questions.

12 **MS. McMANUS:** All right. Next slide, please.
13 It shows the CapTel 800i phone.

14 **MR. CASEY:** Go ahead.

15 **MS. McMANUS:** I'll give you a minute to look
16 at it.

17 (Pause.)

18 All right. This is Missy. Go on to the next
19 slide, please.

20 **MR. CASEY:** Go ahead.

21 **MS. McMANUS:** The CapTel 800i is for use with
22 the Internet. And let me say, this is a very new
23 device, it's attractive. And the first thing that I
24 noticed when I first saw it last week or so was that the
25 screen is bigger, it's five inches, so it's bigger than

1 the traditional CapTel phone screen. This is not to
2 replace the traditional CapTel phone. This Internet
3 CapTel requires a telephone line and an Internet line.
4 When, like, suppose I was going to be using the 800i, I
5 would connect to the Internet and then that would bring
6 me to the captioning service. And it would process the
7 same as a regular CapTel call, it would just go over the
8 Internet.

9 The 800i has some other very cool features. I
10 think it's on the next slide. Yeah. Go on to the next
11 slide, please.

12 **MR. CASEY:** Go ahead.

13 **MS. McMANUS:** You can just read those
14 yourself. I don't need to read them for you.

15 Like I mentioned, the screen is five inches
16 and that's a nice, big size, easier to see. It's a full
17 color screen too, which is very nice. The screen is
18 tiltable so you're not stuck at a certain angle and
19 having to lean over. I've seen some people do that when
20 they've got the CapTel phone, they have to lean over it.
21 This one you can also change the font and the font size
22 and the color and the background. It has an address
23 book that holds up to 45 contacts, and it has a
24 speed-dial button, which is very nice. The menu is also
25 easier to navigate. It has a volume meter that lights

1 up. And the last thing that's really cool that I like
2 is the Customer Service button. You press the button
3 and it will hook you up to Customer Service rather than
4 having to dial a toll-free number to reach Customer
5 Service.

6 Next slide, please.

7 **MR. CASEY:** Go ahead.

8 Hang on one second, Missy, please. James has
9 a question.

10 **MR. FORSTALL:** This is James speaking. Missy,
11 on the previous slide I noticed that it said that it
12 will work with one Internet line and one phone line.
13 Will it work with an analog line at all?

14 **MS. McMANUS:** This is Missy here. I would say
15 no because this is a digital phone. This product has
16 not been released yet. We're expecting it to be
17 released in the summer time frame. We don't even have a
18 beta test for it yet. This is very new. I'm kind of
19 giving you a "what's coming" type of announcement. I
20 will have more information as soon as we get it
21 released.

22 **MR. CASEY:** Okay. Go ahead.

23 **MS. McMANUS:** This shows other notable
24 features. You can reach 911 with captions, and it has
25 an amplification up to 40 decibels, but you have to have

1 the captioning on in order to have the amplification.
2 It has a mute button and a redial. There's also a neck
3 loop jack that you could use with your neck loop or
4 headphones, there's caller ID on the screen, and you can
5 use voice over IP or digital on this phone. And I guess
6 that answers James' question.

7 Any other questions on this slide?

8 **MR. CASEY:** James has a question.

9 **MR. FORSTALL:** This is James. I noted that
10 extra amplification up to 40dB boost will only work with
11 the captions on. Can you explain why that is?

12 **MS. McMANUS:** This is Missy. Because some
13 hearing people would press the amplification but not use
14 the captions. And it's a revenue thing. If you're
15 going to need the captions, then it would be best to
16 have the amplification tied to the caption.

17 Any other questions?

18 **MR. CASEY:** No questions.

19 **MS. McMANUS:** All right. Next slide, please.

20 **MR. CASEY:** Go ahead.

21 **MS. McMANUS:** We're expecting this phone to be
22 released in the summer time frame. If a person that you
23 know is interested in this phone and would like to have
24 more information as time gets closer to the release,
25 there's a URL here for additional information. It's

1 sprintrelay.com/800i. The price has not been determined
2 yet. We are expecting that it will be more than the
3 traditional CapTel phone, but right now we don't have a
4 price yet. Any questions?

5 **MR. CASEY:** This is Bob Casey. How do you
6 anticipate consumers ordering these phones? Will they
7 order them direct from Sprint Relay?

8 **MS. McMANUS:** They would order them through
9 the CapTel company, WCI, because it's not a Sprint
10 product, it is a WCI product. It's the same as the
11 CapTel phone, the traditional CapTel phone. They're the
12 same ones who came up with this 800i. We just provide
13 the service and we contract with them, so they will
14 order the phone through them.

15 **MR. CASEY:** Okay. One additional question.
16 What about the minutes of use now? Would those be
17 billed to the State of Florida?

18 **MS. McMANUS:** No. This is Missy here. The
19 "i" means Internet. NECA will absorb the cost of those
20 minutes.

21 But I do have a question about the phone line.
22 Since it's digital, it is IP, so I believe NECA will
23 absorb the cost of those.

24 **MR. CASEY:** At least at the present time.

25 **MS. McMANUS:** Right. Right.

1 **MR. CASEY:** Any more questions? No questions.

2 **MS. McMANUS:** Okay. I'm going to skip the FCC
3 slide. And that's all that I have. Thank you. Any
4 last questions?

5 **MR. CASEY:** Any questions for Missy?

6 **MS. SCHUR:** The only question, Kim Schur, is
7 to get a copy of this presentation.

8 **MR. CASEY:** Kim --

9 **MS. McMANUS:** I have your e-mail address, Kim.

10 **MS. SCHUR:** Thank you.

11 **MR. CASEY:** Kim, I believe I sent it to you.

12 **MS. SCHUR:** I didn't -- I just went through
13 everything as I was sitting here, and I don't have any
14 of the presentations. I'm wondering if it was too big
15 and my server kicked it back.

16 **MR. CASEY:** That may have been it because I
17 sent you all three presentations. I can send them to
18 you individually and see if they'll go through.

19 **MS. SCHUR:** That'll probably work. Thank you.

20 **MR. CASEY:** Okay. I'll try that when I get
21 back to my office.

22 **MS. SCHUR:** Okay.

23 **MR. CASEY:** Any other questions?

24 **MS. McMANUS:** And this is Missy. My
25 presentation is six megabytes, just so you'll know.

1 Thank you.

2 **MR. CASEY:** And FTRI is also six megabytes.
3 Mine is a small one. We try and conserve here at the
4 Commission.

5 **MS. McMANUS:** Well, thank you very much. This
6 is Missy. Thank you very much. I appreciate all your
7 support.

8 **MR. CASEY:** Okay. I'd like to open it up to
9 any general questions. Does anybody have any general
10 questions about the Florida Relay program, FTRI? Okay.
11 If not, we can go ahead and close it out.

12 I would like to remind you that we do need the
13 travel vouchers filled out as soon as possible. If you
14 have any questions, you could see Ms. Karen Peacock back
15 there. And if you would, turn those forms in as soon as
16 possible.

17 As far as the next meeting, it would be in
18 October of 2009. And right now the preliminary date
19 would be October 9th, since the other dates would be
20 filled for this room. But we'll keep you advised as to
21 when the next date is, of course. I'll give you plenty
22 of advanced notice.

23 Any final questions?

24 **MS. SCHUR:** Not a question. Kim Schur again.
25 I just wanted to thank you, everyone there, for being

1 able to provide the accessibility for today's meeting
2 without having to fly all the way to Tallahassee and
3 doing my bit to help save the state some money.

4 **MR. CASEY:** And we do, we do appreciate that
5 because we do watch our money around here and, believe
6 me, with the new budget.

7 **MS. McMANUS:** And this is Missy. I second
8 that. Thank you.

9 **MR. CASEY:** Okay. And Missy and Kim, if you
10 could send me an e-mail and give me your opinion of how
11 it did work over a telephone line, participation at the
12 meeting. I'd be interested in that, if you would.

13 **MS. McMANUS:** Will do.

14 **MS. SCHUR:** Sure.

15 **MR. CASEY:** Thank you very much. And with
16 that, we can adjourn the meeting. Thank you all for
17 coming and participating.

18 (Meeting adjourned at 2:34 p.m.)
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STATE OF FLORIDA)
 :
COUNTY OF LEON) CERTIFICATE OF REPORTER

I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 8th day of May, 2009.


LINDA BOLES, RPR, CRR
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