

Florida
**Public
Service
Commission**



Welcome

TASA Advisory Committee Meeting

October 5, 2007

AGENDA

- 1:00 – 1:15 Introductions
- 1:15 – 1:45 Contract and FCC Updates
Bob Casey
- 1:45 – 2:30 Captel Focus Group and
TRS Trends, *Tom D'Angelo*
- 2:30 – 3:00 New Equipment, *James Forstall*
- 3:00 – 4:00 Open Discussion
- 4:00 Conclude

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*FCC & PSC Updates
since April 27, 2007
TASA Meeting*

FCC Order DA 07-2006

Released May 4, 2007

- This FCC Order was issued as an alert to the Public and Merchants because of Fraudulent Credit Card Purchases made through IP-Relay.
- The FCC outlined various scenarios which may indicate a fraudulent telephone order or business transaction on IP-Relay...
 - is happy to order “whatever you have in stock”;
 - supplies multiple credit cards as one or more are declined;
 - cannot provide the credit card verification code number (the three digit number on the back of the card);
 - wants the goods shipped through a third party and/or an overseas location;
 - will not identify himself or give a company name;
 - changes delivery or payment method after an order has been approved.
- The FCC reminded merchants that in accordance with the requirements of the ADA, they must not “hang up” on calls made through the Relay service.



IP-Relay Fraud

- How is Sprint handling IP-Relay fraud?
- If a CA suspects that a call is being used as a fraudulent telephone order or business transaction, the CA signals his supervisor.
- The supervisor then monitors the call with the CA to determine if that call is legitimate.
- If the supervisor also believes the call to be fraudulent, they place the call on hold, and notify the merchant that the call is possibly being used for fraudulent purposes.
- The merchant is then given the opportunity to terminate the call if he desires.
- The CA cannot terminate a call if he/she believes the call is fraudulent.

FCC Order DA 07-110

Released June 15, 2007

- This FCC Order extends TRS requirements to providers of interconnected VoIP services requiring VoIP providers to:
 - contribute to the Interstate TRS fund
 - offer 711 abbreviated dialing for access to relay services.

FCC Order DA 07-2904

Released June 29, 2007

- The FCC concluded that it will continue the 2006-2007 TRS compensation rates until such time as new cost recovery methodologies are adopted and effective pursuant to the *2006 TRS Cost Recovery Further Notice of Proposed Rulemaking*.
- The present per minute compensation rates for the various forms of TRS that will be continued are:
 - \$1.291 for interstate traditional TRS;
 - \$1.409 for interstate Speech-to-Speech (STS);
 - \$1.291 for interstate captioned telephone service;
 - \$1.293 for interstate and intrastate IP Relay and interstate and intrastate IP captioned telephone service (IP CTS); and,
 - \$6.644 for interstate and intrastate Video Relay Service (VRS).

DA 07-3512

Released August 3, 2007

- This FCC Order sought comments on a complaint filed by five VRS providers* that Sorenson Communications, Inc. practice of using “do not compete” clauses in their employment contracts with VRS CAs is contrary to the public interest and should be prohibited.
- A clause in Sorenson’s employment contract with VRS CAs forbids them from working with other VRS providers for a period of one year after ending their employment with Sorensen.
- The petitioners believe this causes a shortage of VRS CAs in the industry.

* Hands On VRS, CSDVRS, Snap Telecommunications, GoAmerica, and Communications Access Center for the Deaf and Hard of Hearing.

FCC Order DA 07-3996

Released September 21, 2007

- The FCC granted CSDVRS certification as a provider of VRS making it eligible for compensation from the Interstate TRS fund.
- The certification was granted subject to compliance with the FCC's requirement of interoperability of VRS equipment and service.
- The interoperability rule requires that all VRS consumers must be able to place a VRS call through any VRS provider's service, and all VRS providers must be able to receive calls from, and make calls to, any VRS consumer.

FCC Order DA 07-3998

Released September 21, 2007

- The FCC granted Hawk Relay, LLC certification as a provider of VRS and IP-Relay, making it eligible for compensation from the Interstate TRS fund.
- Hawk Relay's certification was also granted subject to compliance with the FCC's requirement of interoperability of VRS equipment and service.

US Telecom Association Petition

- On September 21, 2007, the US Telecom Association filed a petition with the FCC requesting a limited waiver of the FCC June 15th Order requiring 711 dialing for VoIP providers.
- US Telecom states that in limited circumstances, when a customer dials 711 to place an emergency call, the TRS center is unable to automatically and immediately transfer the caller to the appropriate Public Safety Answering Point (PSAP).
- US Telecom is requesting a two-year waiver from the October 5, 2007 deadline set by the FCC.

PSC Update – FTRI Budget

- By Order No. PSC-07-0457-PAA-TP, issued May 29, 2007, the Commission approved \$18,497,023 for FTRI's 2007-2008 budget.
- The Commission reduced the monthly TASA surcharge on telephone bills from \$0.15 to \$0.11.
- The Commission also approved four new members of the advisory committee. (Maryrose Sirianni, Demetria Clark, Kathy Zarate, and Rick Kottler)

Florida Relay Contract

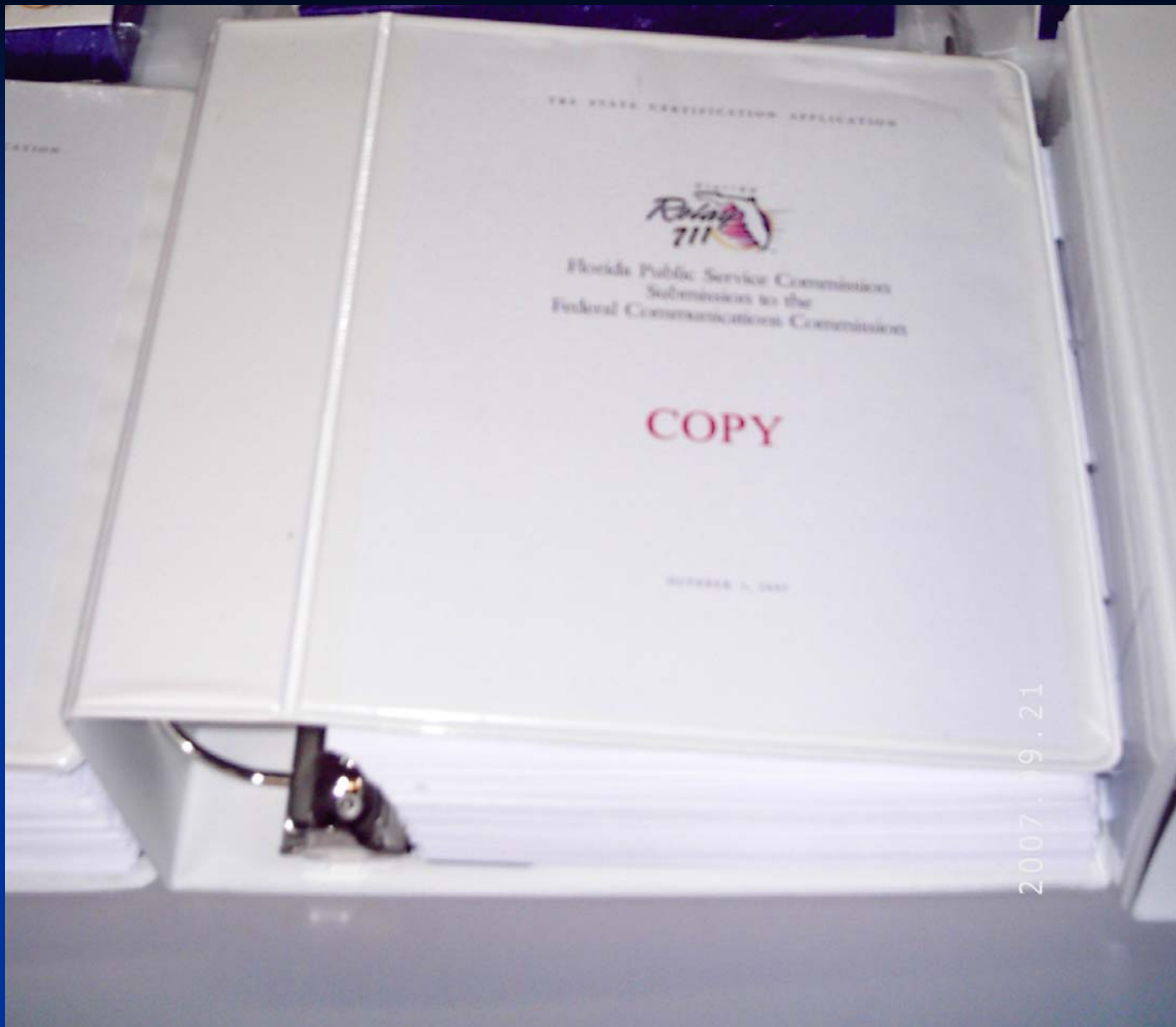
- The existing contract for the provision of relay services began on June 1, 2005 for a period of three years ending May 31, 2008.
- The contract contains options to extend the contract for four additional one year periods, and requires mutual consent by both parties to extend the contract.
- On August 29, 2007, the Commission exercised a one-year contract option to extend the Sprint Relay contract for one year beginning June 1, 2008.
- The contract provides that:
- Traditional TRS costs will remain at \$0.75 per session minute;

Florida Relay Contract (cont'd)

- The CapTel rate will go from a sliding scale rate based on volume to \$1.37 flat rate per minute;
- Pricing Caps are placed on the amount of rate increase for traditional TRS and CapTel for the remaining three one-year option periods.
- The Florida Relay center in Jacksonville will be closed and Florida Relay calls will now be handled on the Sprint Relay network through its 13 other relay centers;
- Sprint will no longer provide a Florida Account Manager or contribute to Florida Outreach funding;
- Florida will no longer have a Florida-specific Quality Control Manager, or Florida-specific testing for typing and CapTel;
- The annual performance bond for 2008-2009 will be in the amount of \$6,840,000, which is the estimate of total TRS payments for the year to Sprint.

Florida Relay Recertification

- Current TRS certifications for all states and territories expire July 26, 2008. Applications for renewal of relay certifications needed to be filed with the FCC by October 1, 2007. Once the recertification petitions are filed by the states, the FCC will release Public Notices seeking comments on the filings.
- The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. The PSC's 2007 re-certification filing contains documentation that Florida meets or exceeds all of the applicable mandatory minimum standards for TRS.



VRS and IP-Relay Update

- The FCC, through its Orders, still maintains its intent to shift the intrastate costs of VRS and IP-Relay to the states.
- There are still many questions that need to be answered...
- When it will happen?
- What kind of notice will the states receive?

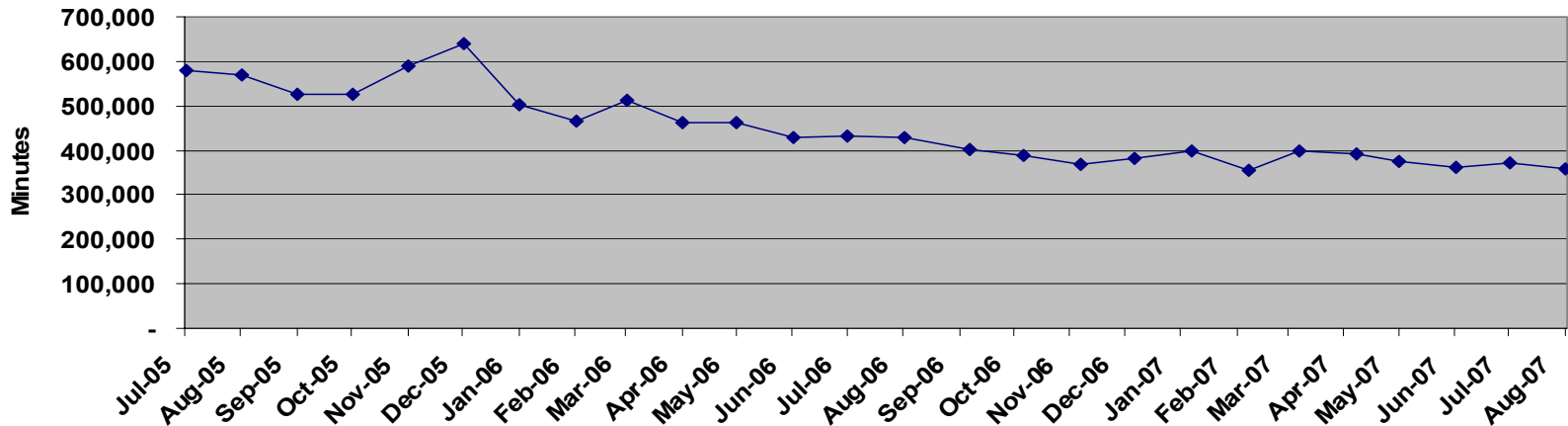
VRS and IP-Relay Update (cont'd)

- One vendor for IP-Relay and VRS or multiple vendors? (By Florida Statute, there is only one provider of relay service in Florida. If multiple vendors are required, a legislative change may be necessary.)
- If multiple vendors are required, how would the bidding process be handled?
- Would addition of VRS and IP-Relay push the TASA surcharge over the \$0.25 statutory cap? (If so, a legislative change may be necessary.)
- What, if any, type of equipment would Florida's relay program have to furnish for VRS and IP-Relay?...at what cost?
- Estimated impact on Florida Relay for assuming intrastate costs of VRS and IP-Relay is \$18-21M year. (just minutes)

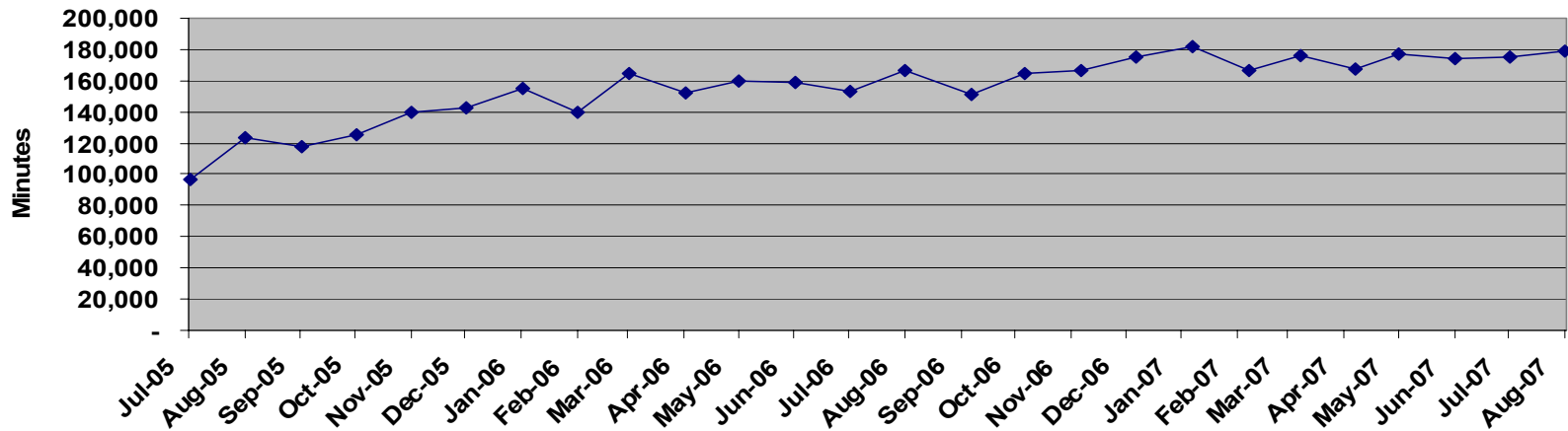
VRS and IP-Relay Update (cont'd)

- *Shifting the burden of intrastate VRS and IP Relay costs to the states is not a matter of if, but when. According to a FCC Deputy Bureau Chief, the change will be "in the not too distant future." Jay Keithley, NASRA State Relay Administrator Conference, September 7, 2006*
- *I spoke with Mr. Keithley on April 10th prior to the filing of the proposed FTRI budget recommendation. He said he doesn't see states assuming the intrastate VRS and IP-Relay costs during the FTRI 2007-2008 budget year. He also said "if it ever happens...states will receive plenty of heads-up."*
- *Jay Keithley has now been replaced by Nicole McGinnis as Deputy Bureau Chief of Policy at the FCC. She commented at the 2007 NASRA conference that she might not have gone as far as what Mr. Keithley said. She is new to TRS and would have to look at it.*

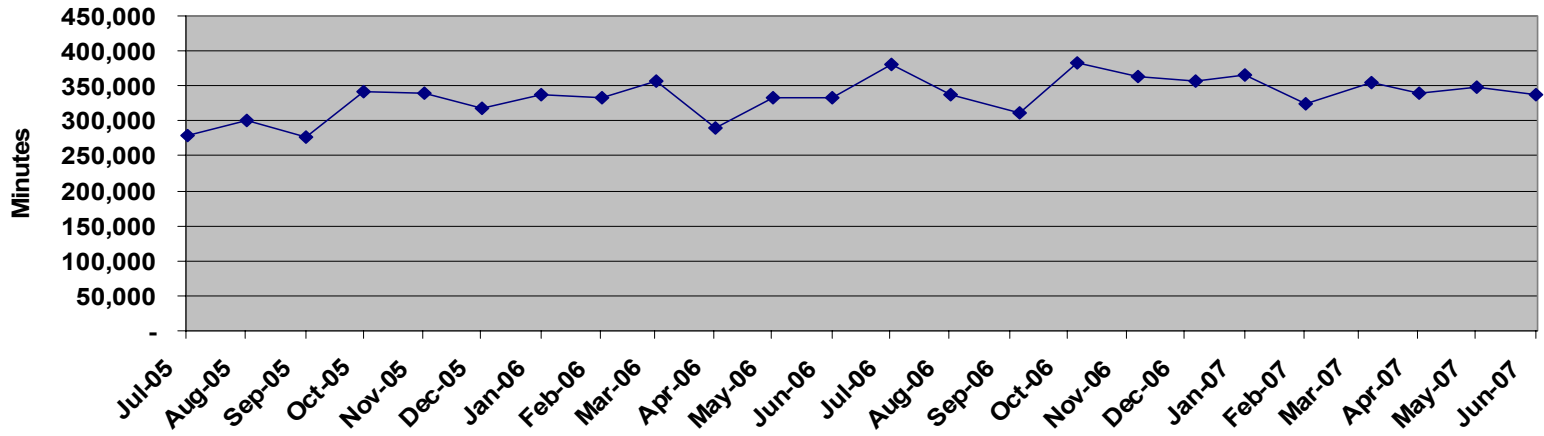
Florida Traditional TRS



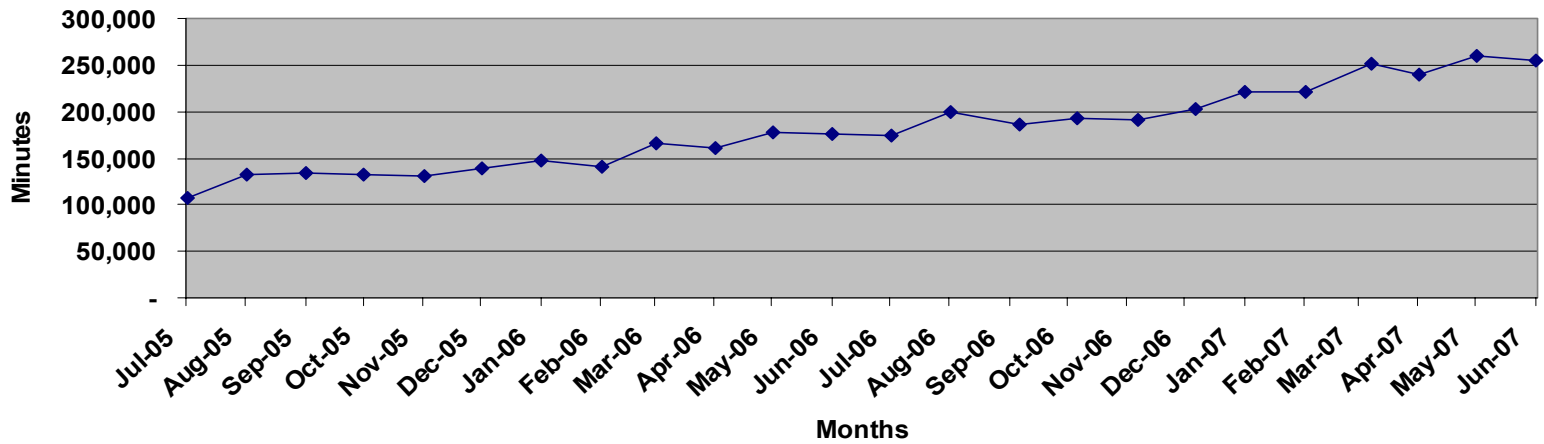
Florida Cap Tel Minutes



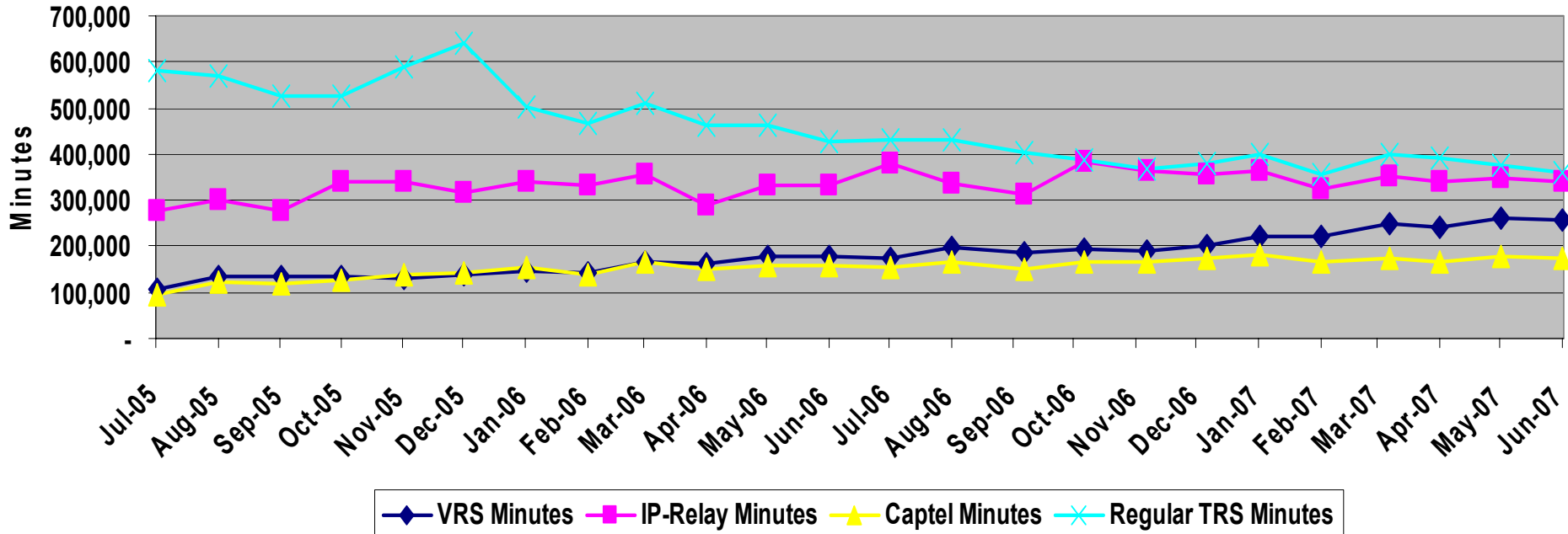
Florida IP-Relay Terminating Minutes



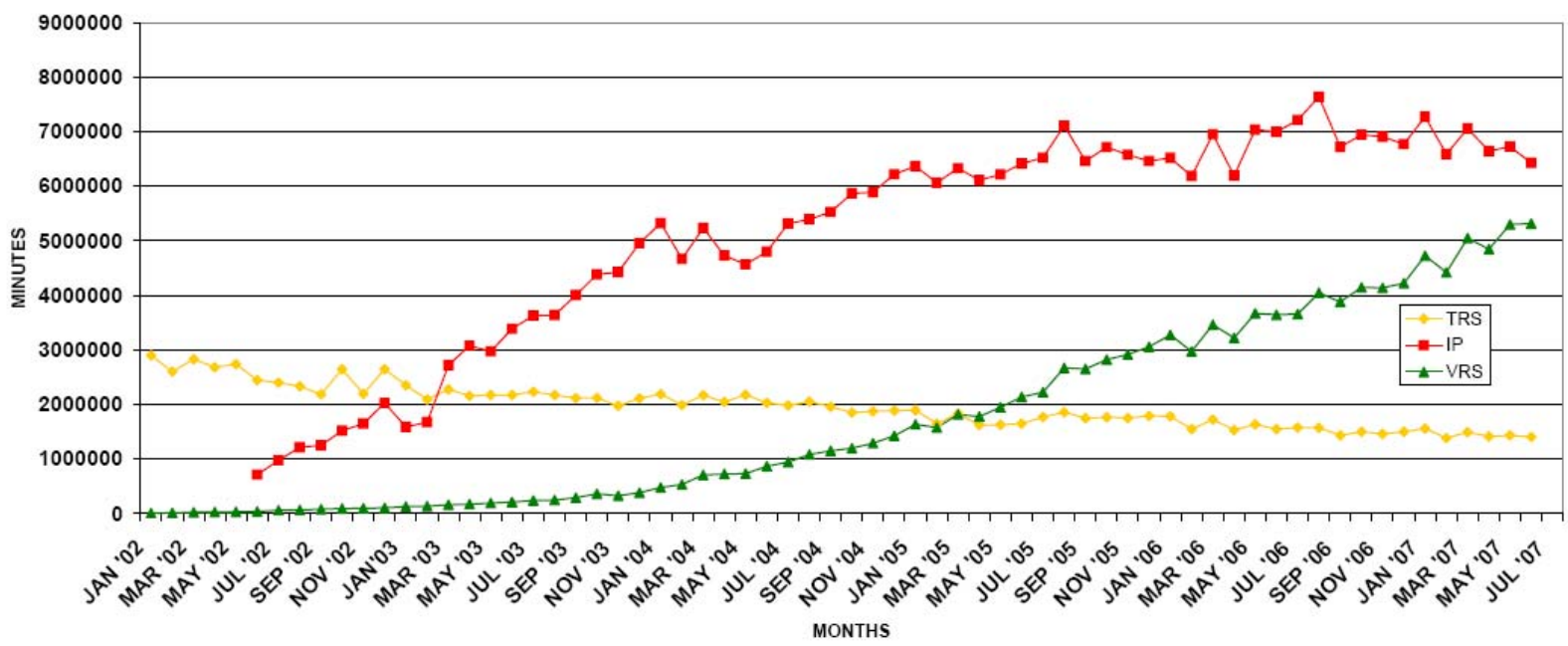
Florida VRS Terminating Minutes



Comparison of All Relay Minutes for Florida



**INTERSTATE TRS, INTERNET AND VRS MINUTES
ACTUALS JANUARY 2002 - JUNE 2007
PROJECTION - NONE**



0106 IP GROWTH Chart15 8/1/2007

Hawk Relay FCC Petition

- On May 31, 2007, Hawk Relay filed a Petition with the FCC requesting approval to launch Deaf-Blind Telecommunications Access Centers (DBTACs), and recognize Deaf Blind Relay Service (DBRS) as an optional relay service eligible for reimbursement from the interstate TRS fund.
- DBRS would utilize Communication Facilitators (CFs). The CFs would have a role similar to communication assistants (CAs) and video interpreters (VIs).
- Hawk Relay is establishing a nationwide network of on-call CFs who can travel to a location of the deaf-blind consumer's choosing whether it be home or office.
- Deaf-Blind people will be able to make requests for, and receive, on-site services on a 24/7 basis.
- In addition, Hawk Relay proposes to establish ten Deaf-Blind Relay Service Centers in 10 large deaf-blind population centers across the country (Chosen by the American Association of Deaf-Blind)

www.hawkrelay.com



It's About Time: Ensuring Access for Deaf-Blind People

A Proposal for

Deaf-Blind Relay Services

by



May 17, 2007

Deaf and Hard of Hearing Owned and Operated

<http://www.hawkrelay.com>