

INFORM EQUIP CONNECT

2025 ANNUAL REPORT



**Florida
Telecommunications
Relay, Inc.**

TASA Administrator

THANK YOU!



Florida Telecommunications Relay, Inc. (FTRI) wants to say “thank you” for making it possible for us to continue providing specialized services and products for qualified Floridians with hearing or speech disabilities. FTRI ensures that these specialized populations gain basic access to the telecommunications system through landlines.

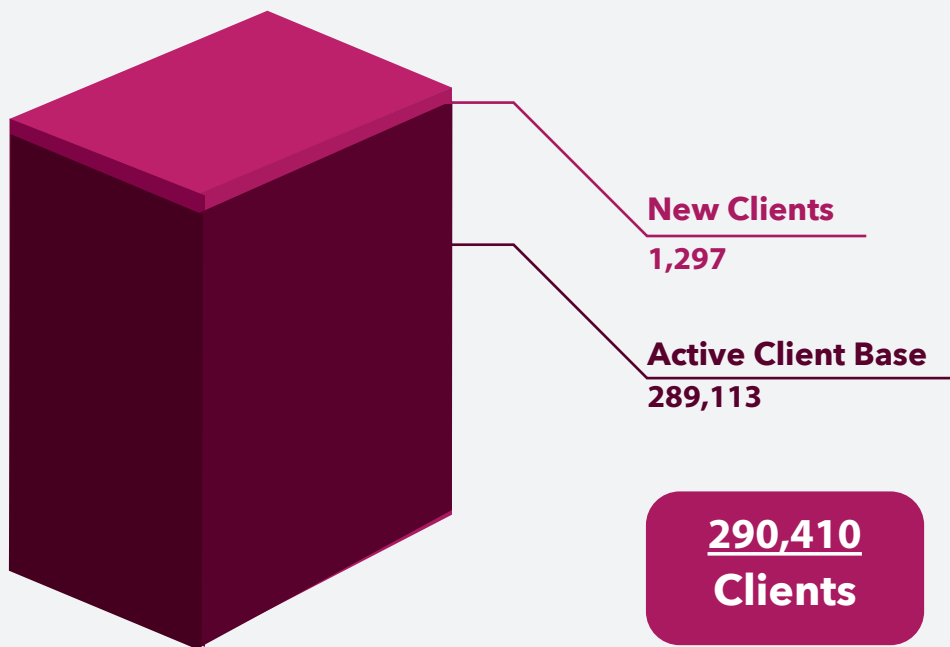
In 1991, FTRI was established as a not-for-profit organization in response to the Telecommunications Access Systems Act (TASA), state law (F.S. 427). This state law was created in response to Title IV of the Americans with Disabilities Act (ADA), a federal legislation. FTRI represents a Public Private Partnership between the State of Florida and telecommunications service providers. As the TASA Administrator, FTRI has helped more than 578,000 Floridians who are Deaf, Hard of Hearing, Deafblind, or Speech Impaired.

Overseen by the Board of Directors, FTRI partners with the Florida Public Services Commission (PSC) to fund its services and products. A surcharge is approved annually by the PSC from telephone companies on a monthly basis. In 2025, the monthly surcharge was \$0.08 per line and approximately 30% was used to fund the Florida Relay Service (dial 7-1-1).

FTRI is very excited to share great news about the future of its program. The Florida State Legislature passed what we call “Modernization of TASA” bill in 2025 (CS/CS/SB 344). This legislation was signed into state law by Florida Governor DeSantis. The significance of this state legislation is that it will allow FTRI to start providing wireless telecommunication devices to those who are financially qualified sometime in 2026. FTRI is now working on implementing this legislation in consultation with PSC.

As always, FTRI thanks the State of Florida for its continued support of this ADA-based statewide telecommunications accessibility program!

CLIENTS



SERVICES

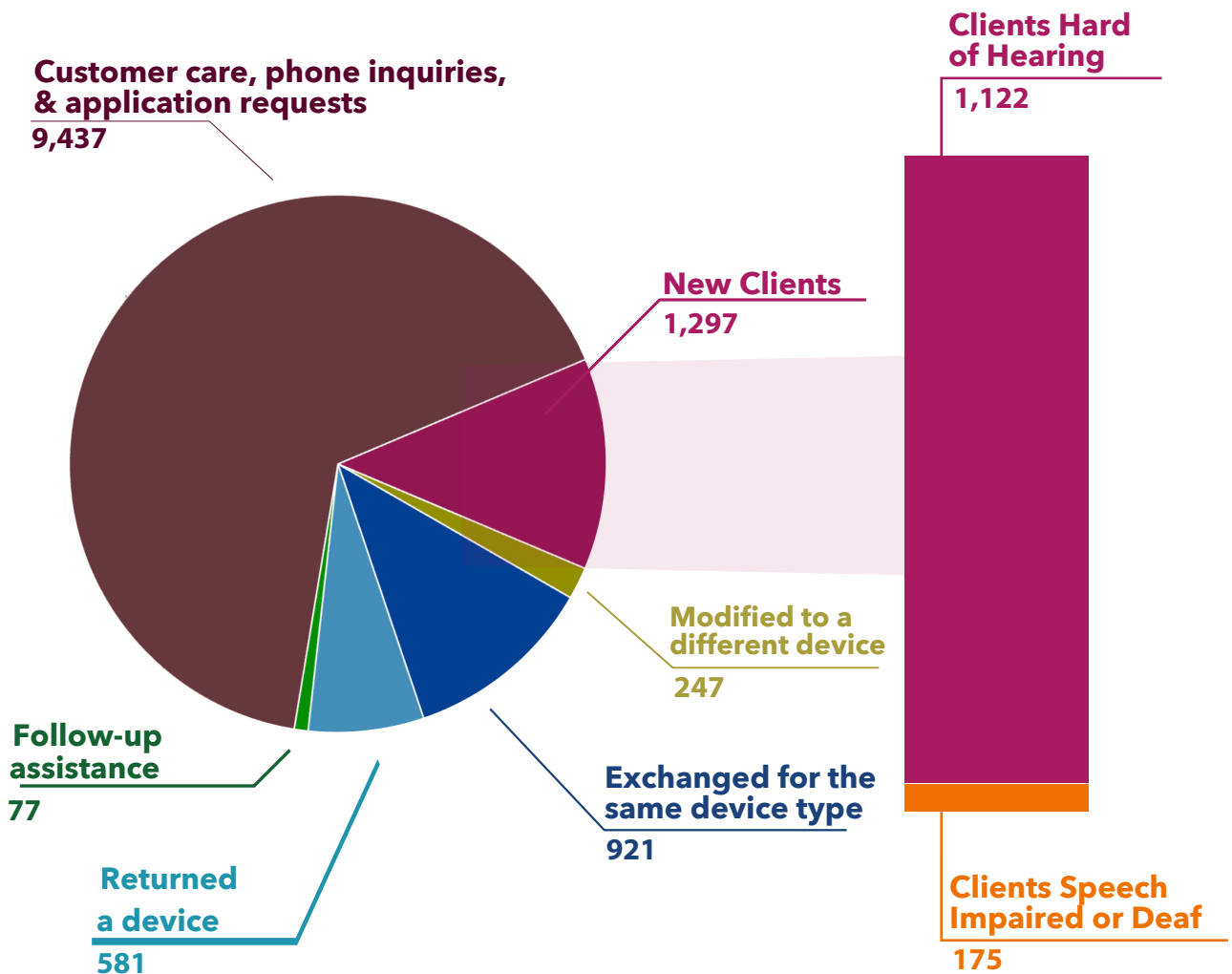
FTRI continues to work with 13 not-for-profit service providers across the state. Together, these organizations form the Regional Distribution Center (RDC) network.

When visiting or receiving services by a local RDC, eligible Floridians with hearing loss or speech disabilities gain convenient access to a host of services tailored to meet their needs.

FTRI appreciates the ongoing commitment by RDCs in providing high quality services in their respective communities.

Thanks to the RDCs, thousands of new eligible Floridians benefit from FTRI services each year!

12,560
Services



FTRI utilizes a mix of print and digital marketing to inform Floridians of our beneficial products and services. Combined with 343 outreach events facilitated in partnership with the FTRI Regional Distribution Center (RDC) network, marketing tactics reached across the state of Florida to deliver over 20 million general and targeted advertising contacts, per month.



LOUD, CLEAR, FREE!

- Must be a Florida Resident, over the age of 3
- Have a Hearing Loss or Speech Disorder
- Have home landline and/or cellphone service

**Florida
Telecommunications
Relay, Inc.**

**NO
Landline
needed**
Clarity
XLCS
With Cord
Handset

**NO
Internet
needed**
Clarity
Caption Phone

Apply online at:
ftrl.org/free

Live Chat or our website:
www.ftrl.org

Email: customerservice@ftrl.org

800-222-3448
www.ftrl.org

FREE CELL PHONE AMPLIFIERS
For Florida residents with hearing loss
Visit our website to apply online!
800-222-3448 **WWW.FTRI.ORG**

Google

hard of hearing phones florida

 ftri.org
<https://www.ftri.org>

FTRI - Free Assistive Phone and Assistive Devices

To qualify for a FREE special phone, you must be: A permanent Florida resident; At least 3 years old; Certified as having a hearing loss or speech impairment.

[illegible]

Loud, Clear, FREE!

**Alcra
CLC
Mini Line
System**

*Not a company
name!*



**CLC
Capline Phone**



*Not a company
name!*

How does getting your FRI equipment cost you nothing or cost?

Visit WWW.FRI.ORG/US and complete an application form. Typically the entire process can be completed online, and equipment is shipped to the applicant's home.

Call 800-222-3448 to request an application form and a copy of the FRI Handbook. Once the application has been received to FRI and the applicant will be sent a copy to the home.

Visit a FRI Regional Distribution Center in person. Visit a regional office of all locations, their product information, and business hours at FRI.ORG/LOCATIONS.

Other FRI Equipment



**CLC
Line
System**



**CLC
Line
System**



**CLC
Line
System**



Easy to Qualify

- Works in Florida Resident
- Over the age of 3
- Has a Hearing Aid or Speech Processor
- Has existing home landline and/or cellphone service, or cellphone

What equipment options are available?

A variety of amplified and non-amplified phones and Bluetooth amplifiers are available, as well as a new customizing my ringing device, and personal preferred alert phone.

Our mobile devices are available on this Flyer Visit www.fri.org/usa to the full range of products offered along with individual product descriptions.

**Free Line
Landline**



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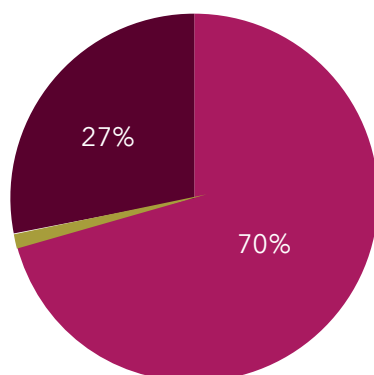
**Free Line
Landline**



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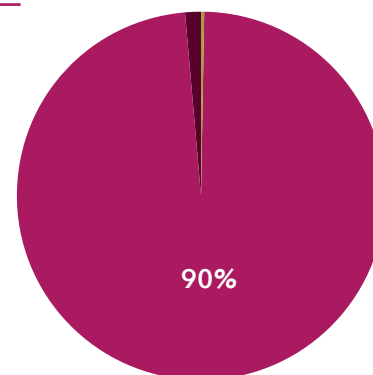
Age

04 - 39	39
40 - 69	358
70 & up	900



Cohort

Speech Impaired	14
Deaf	161
Hard of Hearing	1,122
Total:	1,297



Cohort

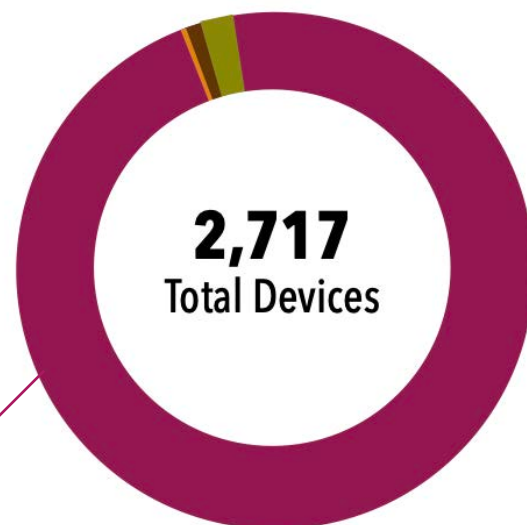
FTRI EQUIPS

FTRI provides products to Florida residents who meet the following eligibility criteria:

- Age 3 or older
- Proof of Florida residency
- Deaf, Hard of Hearing, Deafblind, or Speech Impaired
- Active telephone service (either land line or wireless/cellular)

Specialized telecommunicatic products include amplified cordless phones, cell phone amplifiers, TTYs, captioning phones, speech aid phones for laryngectomees, visual signalers, and audible ringers. **Best of all, FTRI products are provided at NO CHARGE!**

2,091	Amplified Phone
179	Caption
2	TTY
445	Other



Thank you for your equipment and I am very pleased.
- Sandra S.

Very helpful. Thanks
- Annette F.

The phone has been a BIG help! Thank you!
- Billie M.

The phone does not interact well with existing household telephones and caused us to disconnect other phones in the house.
- Mary R.



FTRI CONNECTS

Through funding administered by FTRI, the Florida Relay Service connects eligible Florida residents who are Deaf, Hard of Hearing, Deafblind, or Speech Impaired with standard (voice) telephone users. Highly trained communication assistants help place calls 24/7, 365 days a year and empower Floridians to communicate with anyone at any time. **Dial 7-1-1 to connect!**



Florida Relay Service | Monthly Averages

Subscribers	20,995
Calls	35,336
Billable Minutes	41,379

COMMUNITY

FTRI helps build community through a client-centric service model. FTRI and our Regional Distribution Center (RDC) network are focused on meeting a variety of access needs of all Floridians.

Building on the foundation of the Americans with Disabilities Act of 1990 (ADA), FTRI supports and connects community advocacy resources that effectively enable telecommunications access.



OUTLOOK

FTRI consistently achieves a satisfactory client satisfaction rating; however, we remain focused on continual service improvement. Looking ahead, FTRI commits to a three-pronged approach to sustain, develop, and innovate. **FTRI will continue to provide high quality services, add value for clients and the broader community, and deliver innovative telecommunications access solutions.**



By The Numbers



290,410
Clients



12,560
Services



2,717
Devices



83%
Client Satisfaction



11%
Admin Overhead

SUSTAIN

- Client satisfaction ratings
- Program quality and efficiency

DEVELOP

- Robust client and community engagement
- Service provider collaboration

INNOVATE

- Client service delivery model
- State-of-the-art telecommunication products





INFORM EQUIP CONNECT

CONTACT

1-800-222-3448 | **Voice**
1-888-554-1151 | **Customer Care**
1-888-447-5620 | **TTY**

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Tallahassee, FL 32301
outreach@ftri.org

FTRI.org



@FloridaTelecommunicationsRelayINC