

Florida Relay Contract Amendments

Amendment No. 1 – Removed language in paragraph 31 to adopt new FCC answer time requirement:

31. Answer Time

The provider is responsible for answering, except during network failure, 85% of all calls daily within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold, of reaching the relay switch. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per day that are answered (with a CA ready to service) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch ~~except that the total shall not include calls abandoned within 10 seconds after reaching the relay switch. However, calls abandoned after 10 seconds shall be included in the denominator. (Exception: If the provider is unable to differentiate between calls abandoned within 10 seconds and those abandoned after 10 seconds of reaching the relay switch, then all abandoned calls shall be included in the denominator.)~~

Amendment No. 2 - Removed language in Section B, paragraph 11(e) to allow a Communications Assistant to notify a caller that a TDD user is deaf or speech disabled. Approved by TASA Advisory committee on October 6, 2006.

11(e) Procedures for Relaying Communications

When the CA is asked to explain relay to a user, the CA shall express the term "explaining relay" to the other user on the call to let them know what is happening rather than transmitting all of the explanation. ~~The CA shall not inform the telephone user that the TDD user is hearing or speech disabled unless the TDD user asks the CA to do so.~~

Amendment No. 3 - Modified language in Paragraph 3, Paragraph 7, and Paragraph 56 to eliminate requirement for a relay center located in Florida, remove requirement for typing testing of Communications Assistants, and update the Performance Bond language to clarify the amount of the Bond should be the estimated amount of Sprint billing for Florida relay during the contract period.

3. Term of Contract

Service shall begin on June 1, 2005. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The provider shall notify the Florida Public Service Commission of its desire to extend service by June 1 the year before the current

service period expires. For example, if the contract service period is due to expire on May 31, 2008, the provider should notify the FPSC by June 1, 2007 that it desires a one year extension of service.

~~The provider shall be required to locate a relay center in the state of Florida.~~

7. Minimum Communications Assistant (CA) Qualifications/Testing

The provider shall adequately supervise and train its employees to always be courteous, considerate, and efficient in their contact and dealings with its customers and the public in general, and shall conduct periodic evaluations to ensure that courteous service is being rendered.

Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages. The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:

a. Competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

b. A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.

c. A minimum typing speed of 60 words per minute on live relay calls. Technological aids may be used to reach the required typing speed. ~~A minimum of 150 test calls per month using prepared scripts that reflect a typical conversation and calling through the relay system the same as other live calls shall be completed by the provider to ensure compliance with this requirement. A copy of the test results shall be provided monthly to the FPSC contract manager.~~ The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished...

d. Ethics, e.g., how a CA deals with situations he may encounter.

e. Confidentiality.

Any person who has not passed these tests shall not be utilized as a CA.

56. Performance Bond

The provider will be required to furnish an acceptable performance bond, certified or cashiers check, or bank money order equal to the estimated total ~~first~~ year price of the contract for the option year.¹ The bond shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract.

Amendment No. 4 – Renewed Sprint contract for an additional period effective June 1, 2009 and expiring May 31, 2010. Billing Rates were modified to show a cost of \$0.80 for TRS session minutes and \$1.40 for CapTel Session minutes. The amount of Sprint’s annual performance bond was set at \$7,661,137.

Amendment No. 5 – Renewed Sprint contract for an additional period effective June 1, 2010 and expiring May 31, 2011. Billing Rates were modified to show a cost of \$0.85 for TRS session minutes and \$1.47 for CapTel Session minutes. The amount of Sprint’s annual performance bond was set at \$5,852,937.

Amendment No. 6 - Removed Roaming and Guest Options for Florida CapTel phones. See Order No. PSC 10-0152-PAA-TP, issued March 15, 2010.

Amendment No. 7 - Renewed Sprint contract for an additional period effective June 1, 2011 and expiring May 31, 2012. Billing Rates were modified to show a cost of \$0.89 for TRS session minutes and \$1.54 for CapTel Session minutes. The amount of Sprint’s annual performance bond was set at \$4,582,763.

¹ A \$10 million performance bond remains in effect until June 1, 2008. Sprint is proposing a performance bond in the amount of \$6,840,000 for the option year beginning June 1, 2008.