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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

REQUEST FOR SUBMISSION OF DOCKET NO. 110013-TP
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN JUNE 2012, FOR
THE DEAF, HARD OF HEARING,
DEAF/BLIND, OR SPEECH IMPAIRED,
AND OTHER IMPLEMENTATION MATTERS
IN COMPLIANCE WITH THE FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM
ACT OF 1991.

_____/ DOCKET NO. 140029-TP
REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN JUNE 2015, FOR
THE DEAF, HARD OF HEARING,
DEAF/BLIND, OR SPEECH IMPAIRED,
AND OTHER IMPLEMENTATION MATTERS
IN COMPLIANCE WITH THE FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM
ACT OF 1991.

_____/ PROCEEDINGS: TASA ADVISORY COMMITTEE MEETING

TAKEN AT THE
INSTANCE OF: The Staff of the Florida
Public Service Commission

DATE: Friday, April 17, 2015

TIME: Commenced at 1:41 p.m.
Concluded at 3:27 p.m.

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: DEBRA R. KRICK
Court Reporter

PREMIER REPORTING
114 W. 5TH AVENUE
TALLAHASSEE, FLORIDA

1 APPEARANCES:

2 CHERYL RHODES

3 JAMES FORSTALL

4 JIM SKJEVELAND

5 JEFF BRANCH

6 MARYROSE SIRIANNI

7 LOUIS J. SCHWARZ

8 CHRIS LITTLEWOOD

9 RICK KOTTLER

10 JULIE CHURCH

11 JON ZIEV

12 CURTIS WILLIAMS

13 BOB CASEY

14 JEFF BATES

15 PAMELA PAGE

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1 P R O C E E D I N G S

2 MR. WILLIAMS: This is Curtis Williams again.
3 May I have everyone's attention please? We are
4 ready. A little turbulence, but we -- we worked
5 out the realtime issue, so we have everything
6 that's necessary in place to start the meeting.

7 Good afternoon, and welcome to everyone.
8 Again, I am Curtis Williams, and I will be chairing
9 today's meeting. Joining me is Jeff Bates and Pam
10 Page from Commission staff.

11 For those on the phone, we ask that you please
12 put your phone on mute until you are ready to speak
13 so we don't receive interference here in the
14 hearing room. And when you are ready to talk, you
15 can just take it off mute.

16 Everyone should have received a copy of the
17 meeting agenda, so at this time we will proceed
18 with the agenda as printed.

19 The first thing we would like to do is have
20 our attorney, Pam Page, read the notice. Pam.

21 MS. PAGE: Thank you, Curtis.

22 Welcome. Pursuant to notice issued, this
23 time, date and place were set for this meeting of
24 the Telecommunications Access System Act Advisory
25 Committee in dockets number -- numbers 110013-TP

1 and 140029-TP.

2 MR. WILLIAMS: Thank you, Pam.

3 At this time, I would like to cover some
4 preliminary matters. Please make sure your
5 microphone is on when speaking. For those who are
6 in attendance here, just press the white button
7 there and the light -- the green light should be
8 on. And when you are finished speaking, you can
9 press again the red light will mute the microphone.

10 At this time -- well, first of all, also, let
11 me -- let me say, when you also speak, please state
12 your name when speaking. That's very important for
13 the record and for the court reporter. So please
14 make sure -- and for those who are participating by
15 phone. So here and on the phone, make sure to
16 state your name for the record.

17 At this time, we would like to take
18 appearances. We will start with individuals that
19 are here and then proceed with those that are on
20 the telephone. So at this time, we can start with
21 Jim with Sprint, and just go down the line for
22 those who are here, just give your name and who you
23 representing.

24 MR. SKJEVELAND: This is Jim Skjeveland with
25 Sprint.

1 MR. BRANCH: This is Jeff Branch from Sprint.

2 MR. LITTLEWOOD: Good afternoon. This is
3 Chris Littlewood. I represent Florida Coordinating
4 Council for the Deaf and the Hard of Hearing, and
5 ALDA, Association for Late-Deafened Adults. Also
6 work for St. Petersburg College, the Center for
7 Public Safety Innovation.

8 MR. FORSTALL: Good afternoon. James Forstall
9 with Florida Telecommunications Relay,
10 Incorporated.

11 MS. SIRIANNI: MaryRose Sirianni, AT&T.

12 MR. WILLIAMS: Thank you. For those
13 individuals that are on the phone, we will go ahead
14 and take appearances from you. I think Cheryl, if
15 you can get us started, we would appreciate it.

16 MS. RHODES: Hi. This is Cheryl Rhodes from
17 Florida Deaf/Blind Association.

18 UNIDENTIFIED SPEAKER: Hi all --

19 MR. SCHWARZ: I'm not sure where we are at --
20 oh, sorry. This is Louis Schwarz calling. I am
21 the representative for the Agency on Deafness.

22 MR. WILLIAMS: Welcome, Louis. We are taking
23 appearances from those who are on the phone. Thank
24 you, Louis.

25 MR. KOTTLER: This is Rick Kottler with

1 Florida Deaf Service Center Association.

2 MR. WILLIAMS: Thank you, Rick.

3 Do we have anyone else participating by phone?

4 MS. CHURCH: This is Julie church with the
5 Family Center on Deafness and the Florida
6 Coordinating Council for the Deaf and Hard of
7 Hearing. I'm just listening in.

8 MR. WILLIAMS: Can you repeat your name again?

9 MS. CHURCH: Julie Church, C-H-U-R-C-H.

10 MR. WILLIAMS: Thank you, Julie.

11 Do we have anyone else on the phone? Okay.

12 Thank you.

13 We would like to welcome everyone, and again
14 thank you for your participation. At this time, we
15 will go ahead and proceed with the presentations
16 section of the meeting.

17 For those of you who were expecting a
18 presentation by Bob Casey, I am sorry to disappoint
19 you. Bob is semi-retired these days, so he is
20 sitting in the audience and observing today's
21 meeting from a distance. In fact, we are doing
22 good to have Bob here on a Friday. Normally he is
23 not here on Fridays. And I am going to get in
24 trouble for saying that, but, you know, he's a
25 short-timer, so he can't -- he can't be too hard on

1 me for too long.

2 But on behalf of staff, I will present an
3 update on the Federal Communications Commission's
4 issues, and Jeff Bates will provide an update on
5 Florida Public Service Commission issues.

6 So at this time, we can go ahead and get
7 started. Before I do, let me just ask, are there
8 any questions from any of the participants or any
9 issues that you are having at this point? If
10 not --

11 MR. ZIEV: Yes, I just called the -- yes, I am
12 sorry. I called in late.

13 MR. WILLIAMS: Okay. If I can state your name
14 and who you are representing for the record,
15 please.

16 MR. ZIEV: Yes, my name is Jon --

17 MR. WILLIAMS: Oh, okay, welcome Jon --

18 MR. ZIEV: -- Z-I-E-V. I am sorry, I just got
19 on. I was in another meeting. I just got here,
20 sorry.

21 MR. WILLIAMS: No problem. We -- we haven't
22 started the presentations. We have just finished
23 taking appearances, so you are on time, so welcome.

24 And is there anyone else on the phone that has
25 not identified yourself? Okay, with that, again,

1 we are --

2 MR. ZIEV: I have a question -- one more
3 question.

4 MR. WILLIAMS: Yes, no problem.

5 MR. ZIEV: What's the URL for the video feed?

6 MR. WILLIAMS: Who speaking? I am sorry.

7 MR. ZIEV: Jon.

8 MR. WILLIAMS: And what is the question again?

9 MR. ZIEV: The URL.

10 UNIDENTIFIED SPEAKER: Floridapsc.com.

11 MR. WILLIAMS: Yeah, to actually view -- you
12 are trying to view the presentation on-line?

13 MR. ZIEV: Yes.

14 MR. WILLIAMS: Okay. It's www.floridapsc.com.

15 Are there any other issues or preliminary
16 matters before we start the presentation section of
17 the meeting?

18 MR. ZIEV: Hold on one second. I am trying to
19 find the live stream here, just making sure I am on
20 here for it. And can we say the URL one more time,
21 please?

22 MR. WILLIAMS: Floridapsc.com.

23 MR. ZIEV: Floridapsc.com is not correct.

24 MR. WILLIAMS: I am sorry, floridapsc.gov.

25 Try floridapsc.gov.

1 UNIDENDIFIED SPEAKER: Okay. I am on is it
2 fine with mine.

3 MR. WILLIAMS: Okay. We apologize for that.

4 MR. ZIEV: And is that P like Peter, F like
5 Frank, C like Charlie, pfc.com?

6 MR. BATES: Yes.

7 MR. ZIEV: Because that's not coming up for
8 me, floridapfsc.gov.

9 UNIDENDIFIED SPEAKER: S, S as in Sam.

10 MR. ZIEV: P like Peter, S like Sam, C like
11 Charlie, dot gov. And I believe it is dot com,
12 actually.

13 MR. WILLIAMS: It is dot com.

14 UNIDENDIFIED SPEAKER: And where is the live
15 stream on the website?

16 UNIDENDIFIED SPEAKER: Go to events in the top
17 bar, in the top bar, events.

18 UNIDENDIFIED SPEAKER: Events.

19 MR. WILLIAMS: You are on the PSC's home page?

20 MR. ZIEV: Yes, sir.

21 MR. WILLIAMS: At the top, do you see events?

22 MR. ZIEV: All right. I just clicked, watch
23 live broadcast. I am on it. Thank you.

24 MR. WILLIAMS: Okay. So you are all set?

25 MR. ZIEV: Yeah, the video is very blurry. Is

1 there a way to focus it?

2 MR. WILLIAMS: We can't do it from our end.
3 We will -- we will have our technical staff work on
4 it. In the meantime, we will go ahead and start
5 the meeting, we will start the presentations, but
6 we will have our technical --

7 MR. ZIEV: Okay, sure.

8 MR. WILLIAMS: -- staff work on the clarity
9 for you.

10 Okay. So we will go ahead and get started
11 with the presentations.

12 Again, at this time, we will go ahead and
13 start with an overview and an update on FCC
14 matters.

15 The FCC issues orders in two ways. One, FCC
16 orders that are directly released by the full
17 Commission, and also those orders that are
18 delegated to the bureaus and offices of the
19 Commission, and they are represented by the letters
20 DA.

21 So the first order we are going to cover is
22 order DA 14-1899, released December 29th, 2014.
23 All of these are orders from the FCC that were
24 released -- relevant orders that were released
25 after the last TASA meeting.

1 In order DA 14-1899, the FCC adopted, based on
2 emergency circumstances, a mid-year adjustment of
3 the permanent rate of compensation from the
4 Interstate Telecommunications Relay Service Fund
5 for the provision of IP Relay service. The
6 adjusted rate, which is retroactive to
7 November 14th, 2014, will remain in effect until
8 June 30th, 2015, except that a higher rate
9 applicable to monthly minutes in excess of 300,000
10 will terminate on May 15th, 2015.

11 The FCC took this action in response to sudden
12 termination of service by one of two IP Relay
13 service providers on November 14th, 2014, to ensure
14 that the remaining provider is reasonably
15 compensated and that IP Relay service continue
16 without interruption.

17 The next order, order DA 15-173, released
18 February 6th, 2015. In this order, the FCC granted
19 in part a request by Sorenson Communications, and
20 it's basically to waive the requirement for all
21 providers of Internet Protocol Captioned Telephone
22 Service to obtain from each new user and
23 existing -- and each existing user the last four
24 digits of the user's Social Security number as part
25 of the IP CTS user's registration process in those

1 instances where the user does not have a Social
2 Security number. The waiver was granted for a
3 limited period of time and will remain in effect
4 until the Commission takes final action in the
5 proceeding.

6 The next order, order DA 15-427 was released
7 on April 7th, 2015. In this order, the FCC
8 suspended the conditional certification of
9 InnoCaption, Incorporated, to provide IP CTS. The
10 FCC found that the company failed to operate its IP
11 CTS in compliance with the Commission's TRS
12 emergency calling requirements. To lift the
13 suspension, the company must implement compliant
14 911 calling arrangements, demonstrate the company
15 is in compliance with the emergency calling
16 requirements for TRS, and fully comply with the
17 other requirements of the order within six months
18 of the effective date of the order.

19 That completes the update of the FCC orders.
20 At this time, Jeff will provide an update on
21 Florida Public Service Commission issues.

22 MR. BATES: Good afternoon. This is Jeff
23 Bates, Commission staff. I would like to read a
24 few dates here for the year.

25 On March 9th, 2015, FTRI submitted its

1 proposed 2015-2016 budget, fiscal year budget for
2 the Commission's consideration.

3 On April 23rd, 2015, Commission staff is
4 scheduled to file a recommendation for Commission
5 consideration of FTRI's proposed budget.

6 May 5th, the Commission is scheduled to
7 consider staff's recommendation, and on July 1st,
8 2015, that's the effective date of the new FTRI
9 budget. And today, we are going to have an FTRI
10 presentation by the TASA Committee.

11 We have a new relay provider, of course. On
12 October 2nd, 2014, the Commission approved Sprint
13 Corporation as the new Florida relay service
14 provider effective June 1st, 2015. On
15 November 26th, 2014, AT&T and Sprint filed a joint
16 motion for expedited approval of early transition
17 of relay service providers from AT&T to Sprint. At
18 the December 18th, 2014 agenda conference, the
19 Commission approved staff's recommendation for the
20 Commission to approve the amendment to the AT&T
21 Relay contract to end its provision of relay
22 service on February 28th, 2015, with the condition
23 that AT&T reimburse FTRI 33 cents per session
24 minute for traditional relay service, and 16 cents
25 per session minute for CapTel service from

1 March 1st, 2015, through May 31st, 2015.

2 The Commission also approved staff's
3 recommendation to amend the Sprint Relay service
4 contract to change the effective date of that
5 contract to March 1st, 2015, and to change the end
6 date to February 28th, 2018. The contract is for a
7 three-year period, with four one year options
8 available after the initial term.

9 Highlights of Sprint's proposal is that Sprint
10 will hire an in-state customer relations manager to
11 lead the consumer input program and coordinate
12 outreach efforts with FTRI. It will designate a
13 Florida Relay Quality Manager to oversee all areas
14 of training, quality assurance, monthly testing and
15 customer feedback.

16 Sprint will also conduct TRS and CapTel
17 quality compliance testing using an experienced
18 third-party evaluator. Will provide 15,000 free
19 minutes of Relay Conference Captioning service, and
20 it will provide a \$25,000 budget to support
21 outreach and customer input programs.

22 Do we have any questions or comments?

23 MR. WILLIAMS: This is Curtis Williams. If we
24 don't have any questions, we can go ahead and
25 proceed with the presentation by Florida

1 Telecommunications Relay at this time to discuss
2 FTRI's 2015-2016 proposed budget.

3 MR. FORSTALL: Good afternoon, everyone.
4 Thank you, Curtis.

5 Okay, based on the best information available
6 to us, the FTRI Board of Directors has approved a
7 recommendation to maintain the current surcharge at
8 11 cents for the next fiscal year. We estimate
9 that a surcharge level of 11 cents would produce a
10 shortfall in meeting FTRI's operating expenses, and
11 we have not proposed to revise the shortfall
12 because we believe there are sufficient funds in
13 the surplus account to offset the difference.

14 The budget, as approved by the board, project
15 total revenue to be \$8,064,442, and total expenses
16 to be \$8,916,216, with a difference of \$851,744 to
17 be transferred from the surplus account.

18 As of March 2015, FTRI has over 510,000
19 individuals in its client database. It is evident
20 that FTRI and its contracted regional distribution
21 centers are reaching out to meet the
22 telecommunication access needs of residents who are
23 deaf, hard of hearing, deaf/blind or speech
24 disabled. Outreach continues to be a large part of
25 our efforts, and plans are under way to reach out

1 to the estimated three million potential clients
2 with hearing loss or speech disabilities in Florida
3 by creating awareness and telephone independence.

4 The operating revenue. Surcharge revenue for
5 fiscal year 2015 and '16 are based on a four
6 percent decrease in the total number of access
7 lines reported and estimated in fiscal year 2014
8 and '15. Here is a graph that showed the access
9 lines decreasing over the last few years.

10 Operating revenue. At the top, you will see
11 the total number of access lines for the whole
12 year, less -- I am sorry, times 11 cents proposed
13 surcharge level, total revenue from access line of
14 \$7,638,788, less one percent for the administrative
15 cost for the telephone company, with a net
16 operating revenue plus projected interest income,
17 for a total operating revenues of \$7,595,693.

18 And that figure does not include the National
19 Deaf/Blind Communication Program. And of course,
20 less the expenses, which leaves a shortfall of
21 about \$851,774.

22 Category I, Florida Relay. Fiscal year 2015
23 and '16 budget for relay is based on projections
24 submitted by the Florida relay provider, Sprint.
25 The contracted rate is \$1.09 --

1 MR. ZIEV: I have a question.

2 MR. FORSTALL: -- per billable minute for TRS,
3 and \$1.63 per billable minute for captioned
4 telephone service.

5 MR. WILLIAMS: Excuse me for a minute, James.

6 This is Curtis Williams. We are -- someone on
7 the line, we are getting some background noise, so
8 we --

9 MR. ZIEV: Yes. Yes. This is Jon here. I
10 have a question.

11 MR. WILLIAMS: Oh, okay. Jon.

12 MR. ZIEV: Yes, my question is, you said
13 surplus account. May I ask how much is in there at
14 the time? How much there is.

15 MR. FORSTALL: Currently, the surplus account
16 is a little over 15 million.

17 MR. ZIEV: Okay.

18 MR. FORSTALL: Okay. I left off -- let me
19 start over again.

20 Fiscal year 2015-16 budget for relay is based
21 on projections submitted by the relay provider,
22 Sprint. The contracted rate \$1.09 per billable for
23 TRS, traditional relay service, with \$1.63 being
24 billable minute for the captioned telephone
25 service.

1 Using the data submitted by the relay
2 provider's estimated year-end total, 2,758,134
3 billable minutes, as you can see the breakdown for
4 TRS billable costs and the CapTel billable costs.
5 That is the Category I for Florida Relay.

6 I guess I should ask if anybody has any
7 questions at this point about that, the Florida
8 Relay, Category I.

9 Moving along, Category II, Equipment and
10 Repairs. This category consists of all the
11 equipment purchased as well as repairs. FTRI is
12 projecting the fiscal year 2015-16 expenditures to
13 be \$1,708,889.

14 Next slide is a graph that shows the equipment
15 distributed over the last five years. And we
16 estimate at the end of 2015 fiscal year, June 30th,
17 2015, we would have distributed approximately
18 26,732 pieces of equipment.

19 Category III is the Equipment Distribution and
20 Training. There are 30 RDCs that provide services
21 in multiple locations throughout the State. It is
22 estimated that RDCs and FTRI will have provided
23 over 30,855 services to clients during the current
24 fiscal year. And the total fiscal year 2015-16
25 proposed budget for Category III is \$1,128,665.

1 The next slide is a graph of the last six
2 years showing the services -- total services
3 provided, which includes new clients, clients
4 coming to the program for the first time, clients
5 that need to modify their equipment for something
6 that they -- for instance, if they can no longer
7 hear on an amplified phone and they need to modify
8 it to a caption phone.

9 Exchange services is if a phone or a piece of
10 equipment is no longer operable, then they can come
11 back to FTRI and we will exchange the equipment.

12 Return, which is when someone no longer wants
13 to participate in the program, or someone passes
14 on, then they will return the equipment.

15 And of course, follow-up. That's if somebody
16 has a particular need that is not inside those four
17 categories, then we will provide follow-up services
18 as well.

19 Okay. Category IV is Outreach. FTRI is
20 proposing an outreach budget of \$599,800 for fiscal
21 year 2015 and '16 to continue promoting and
22 creating awareness about both the FTRI equipment
23 distribution and the Florida Relay programs.

24 And the last category is Category V, which is
25 General and Administrative. The proposed budget is

1 1,038,614, and FTRI budgeted for 11 full time staff
2 positions.

3 Okay. The next slide is a comparison of last
4 year's approved budget, what we are projecting at
5 the end of the year and the proposed budget. And I
6 can tell you the reason for Category II to increase
7 from projected 2014-'15, which is a one point --
8 \$1,557,734 to the proposed of 1,708,889, and that
9 is -- that is contributed mostly or primarily to
10 equipment that we have introduced this year, caller
11 ID telephone, amplified telephone and another
12 amplified phone to replace one that was
13 discontinued. And all the new phone prices have
14 increased, so the number of phones that we have
15 budgeted for volume wise is the same. The cost of
16 the equipment has gone up.

17 Okay. Are there any questions?

18 MR. KOTTLER: James, this is Rick. I have a
19 question.

20 UNIDENTIFIED SPEAKER: I have a question.

21 MR. WILLIAMS: Yes, this is Curtis Williams.
22 Rick, we can go ahead and start with your question.

23 MR. KOTTLER: Okay. James, looking at the
24 budget and knowing, you know, what has been going
25 on as far as advertising goes, I am wondering if

1 what you have got budgeted is sufficient. I know
2 you got to live within a budget that -- I know your
3 board is going to look at certain percentages, but
4 the reality is is the advertising is what drives
5 the distribution. And if there is not enough
6 advertising, you are not going to make the
7 distribution numbers.

8 I would wonder if -- back in 2011 was a banner
9 year. Do you know what the advertising budget was
10 in '11 versus what you are proposing right now?

11 MR. FORSTALL: I don't have the information in
12 front of me based on the 2011 budget.

13 MR. KOTTLER: One other question. Are you
14 expecting to -- (INAUDIBLE) -- advertising this
15 year from the phone manufacturers.

16 MR. FORSTALL: I am sorry?

17 MR. WILLIAMS: Can you repeat the question,
18 Rick?

19 MR. KOTTLER: Yes. I am wondering if, again
20 over the next year, James is expecting to get
21 advertising from the phone manufacturers themselves
22 like they are doing right now.

23 MR. FORSTALL: That's a good question. We
24 have not made that final decision yet. Based on
25 the current experience with them, we have learned

1 some things that work well and some things that do
2 not. And so we are at the stage where we need to
3 revisit exactly who and how we are going to work
4 with them going forward.

5 MR. KOTTLER: Okay. Well, you can tell them
6 from me, they did wonderful with that ad insert in
7 the newspaper that has been going on this month,
8 because we have been absolutely slammed.

9 MR. FORSTALL: Yes, we -- the insert -- the ad
10 inserts have been very effective for the areas that
11 we have advertised in, and it is our hope that we
12 are able to continue that to the next budget cycle.

13 MR. KOTTLER: Thank you.

14 MR. WILLIAMS: Okay. Thank you, Rick.

15 And there was a second question.

16 MR. ZIEV: Yes. This is Jon. I have another
17 question, uh-huh. Okay. Now, how are the demands
18 for TTY these days?

19 MR. FORSTALL: Unfortunately, the demand for
20 the TTYs is not there. We both -- we mainly
21 distribute TTYs as replacements for units when they
22 break. So the number of serving for new deaf
23 clients has really, really dramatically dropped
24 off. It's because more and more people are using
25 video relay service or other type of technology.

1 And unfortunately the number of deaf consumers
2 requesting TTY, the numbers have dropped off
3 tremendously.

4 MR. ZIEV: Okay. Thank you.

5 MR. WILLIAMS: Are there any additional
6 questions?

7 MR. SCHWARZ: This is Louis Schwarz. I have a
8 question as well.

9 MR. WILLIAMS: Okay. Go ahead, Louis.

10 MR. SCHWARZ: Actually, I have two questions.
11 The first being the -- and let me look at the slide
12 here again. The number of access lines, can you
13 describe to me what that means? And I want to make
14 sure I am understanding it clearly. What do access
15 lines mean?

16 MR. FORSTALL: Okay. Are you looking at the
17 operating revenue slide?

18 MR. SCHWARZ: Yes. That's correct. The total
19 number of access lines. What I am wanting is the
20 terminology access lines, what's the definition of
21 that?

22 MR. FORSTALL: Access lines are landlines that
23 do not include wireless or cable lines, or
24 hardwired landlines that are run into a client's
25 home. Now, that number, 69 million, represents one

1 year's worth of access lines.

2 MR. SCHWARZ: And is that based on how many
3 calls or minutes or people -- that 69,000 number,
4 what is that? Is that people having lines
5 themselves, or minutes, or calls? That's what I am
6 asking.

7 MR. FORSTALL: That represents the number of
8 lines that is reported to FTRI from the telephone
9 companies.

10 MR. ZIEV: Yes, I have another question.

11 MR. SCHWARZ: Okay, so then -- hold on one
12 second, Jon.

13 I am confused. 69,000 -- or 69 million lines
14 or minutes? That's where you are confusing me.
15 That seems like a large number to have lines.

16 MR. FORSTALL: Well, keep in mind that if you
17 take that number, 69 million, and divide it by 12,
18 that's how many lines that the telephone companies
19 have reported collecting access surcharge from to
20 FTRI. And telephone companies include AT&T,
21 Century Link, Verizon, all the telephone providers
22 throughout the state of Florida.

23 MR. ZIEV: Okay. And I have a question still.

24 MR. SCHWARZ: Okay, so -- Jon, just wait,
25 please.

1 So -- and that's just in the state of Florida,
2 correct, James?

3 MR. FORSTALL: That is correct.

4 MR. SCHWARZ: Okay. I appreciate you
5 clarifying that for me.

6 It should be in the written report too, a
7 little bit more clarification there so people
8 understand it a little bit more clearly.

9 My second question to you, in the past we had
10 a breakdown of equipment, and I was wondering if we
11 had that for something a little bit more current.
12 I don't see any breakdown.

13 MR. FORSTALL: Okay. Usually I don't have it
14 in this presentation. However, I usually report
15 that in my annual report. And the list of current
16 equipment is on our website. And if you wish, I
17 could send you a copy of the report, or probably
18 the best place to go would be just to the FTRI
19 website, where you can get the most current
20 equipment that's available.

21 MR. SCHWARZ: Okay. Thanks so much, James. I
22 wasn't -- yes, I just find it interesting to look
23 at the report, so thank you for answering my
24 question.

25 MR. ZIEV: Yes, now, it's me, Jon. I have a

1 question for you. Do you -- are you still not
2 counting the wireless lines? Or what about the
3 VoIP lines?

4 MR. FORSTALL: Okay. I got the first part of
5 the question. I didn't get the second part. Okay.
6 I see it on the cart now.

7 MR. ZIEV: What about VoIP?

8 MR. FORSTALL: I see it on the cart. The
9 first question was, are we collecting from
10 wireless? The answer is no. And VoIP, they are
11 not required to submit. Some companies do submit,
12 but not all of them.

13 MR. ZIEV: Okay. Okay. That's the missing
14 link, you know, the things on-line, the wireless
15 on-line, so.

16 MR. WILLIAMS: Are there any additional
17 questions -- well, actually we have a question here
18 from Chris. Go ahead, Chris.

19 MR. LITTLEWOOD: This is Chris Littlewood
20 speaking. This is a follow-up to both Jon's and
21 Louis' comments.

22 James, if you can go back to the operating
23 revenue slide related to the access lines. If I am
24 understanding correctly, that means if somebody has
25 a landline phone through broadband, which is Voice

1 over IP, that is not necessarily reported in this
2 total number of access lines, is that correct?

3 MR. FORSTALL: Yes and no. The answer is we
4 have some voice providers that do collect and
5 submit, but as I said, not all of them do submit.
6 The two biggest submitters are BrightHouse and
7 Comcast. But I can tell you that we collect from
8 100 percent of all voice providers.

9 MR. ZIEV: This is Jon again. Can the PSC
10 mandate the submission from VoIPs?

11 MR. WILLIAMS: Not -- the Commission doesn't
12 have authority at this time.

13 MR. ZIEV: Okay. Okay. Thank you.

14 MR. KOTTLER: This is Rick. Can I ask -- this
15 is Rick, can I ask another question?

16 MR. WILLIAMS: Yes, but can you speak up a
17 little louder, Rick?

18 MR. KOTTLER: Okay. James, I know you have
19 lost some key staff members over the last year.
20 Now, is that 11 full time staff, is that including
21 those positions that you intend to hire for, or is
22 that current staff right now?

23 MR. FORSTALL: The 11 is current. We have --
24 we just -- someone just resigned a week ago. So we
25 have 10 full time staff with one vacancy.

1 MR. KOTTLER: Okay. Thank you.

2 MR. WILLIAMS: Are there any additional
3 questions? Go ahead, Chris.

4 MR. LITTLEWOOD: This is Chris speaking.
5 Inquiring about the continually ambiguous
6 information related to Voice over IP and landlines,
7 and whether or not Voice over IP is included in
8 what's reported to FTRI. My concern is the total
9 number of access lines is not an accurate figure
10 because even though people are trying to use Voice
11 over IP with FTRI equipment, myself included in the
12 past, that FTRI is not being properly compensated
13 for that. Can James or anyone comment on that?

14 MR. FORSTALL: I think the Commission is in a
15 better position to answer that one.

16 MS. PAGE: Generally speaking, we don't have
17 jurisdiction over Internet Protocol. The
18 Commission does not is have jurisdiction over that
19 type of service, so we cannot mandate any terms or
20 any provision of service as far as IP is concerned.
21 And in order to bring that about, the Legislature
22 would have to make a change in our statute in
23 Chapter 427.

24 MR. LITTLEWOOD: Okay. This is Chris speaking
25 again. So for clarification, that means that all

1 broadband companies submitting information is
2 strictly voluntary at this point, so BrightHouse,
3 Comcast, et cetera, whatever information that they
4 are providing is strictly voluntary, correct?

5 MS. PAGE: That would be correct. It's
6 strictly voluntary.

7 MR. LITTLEWOOD: Okay. Thank you.

8 MR. WILLIAMS: Are there any additional
9 questions?

10 Hearing none, at this time, we will -- yes,
11 was there an additional question from someone on
12 the line?

13 Hearing none, at this time, we will go ahead
14 and take -- take our break, and we will start now
15 and we will start the meeting back at 2:45. Thank
16 you.

17 (Brief recess.)

18 MR. WILLIAMS: This is Curtis Williams again.
19 We are going to go ahead and go back on the record
20 and reconvene.

21 At this time, we will continue with our
22 presentations portion of the meeting so we will --
23 we will start with Sprint.

24 MR. SKJEVELAND: And this is Jim Skjeveland.
25 And good afternoon, everybody, and we will start

1 with a presentation we have prepared.

2 The first thing, as was discussed by Jeff, is,
3 you know, we are excited to be, you know, welcoming
4 Florida to the family. And I guess we should have
5 added one more word in there saying welcoming back
6 Florida to the Sprint Relay family. We are excited
7 to be back in Florida and to be providing the
8 services here once again.

9 The next slide just shows, you know, a little
10 bit of where our market share is for those of you
11 that weren't familiar. And in the last 30 days,
12 this map has changed as well. And we will be
13 adding new states this summer, the states of
14 Colorado and the state of Tennessee will be coming
15 to be a Sprint customer once again in June and
16 July. And those show our various facilities,
17 whether they are CapTel or TRS centers throughout
18 the nation that we would be processing Florida
19 traffic from.

20 A little about the on the agenda. We are
21 going to introduce you to all the players from
22 Sprint that have involvement with our relay
23 services here in Florida, a little bit of an update
24 on our implementation and new features that our
25 contract brought to Florida, and an operational

1 update there as well as Jeff Branch here, as well,
2 will give an outreach plan update and what we have
3 done.

4 The next slide talks about the entire Florida
5 relay service team. Little pictures of everybody
6 engaged. The first person there in the left-hand
7 side is the ongoing Florida support team, with Jeff
8 Branch, who was just recently hired a month ago,
9 based out of the Tampa, Florida, area. He will be
10 the ongoing customer relationship manager based
11 here in Florida that was committed to in the RFP.
12 Myself as the senior account executive, person
13 responsible for sales perspective.

14 And then we have Loraine Overland, who is
15 based out of the Jacksonville, Florida area. And
16 she is the quality assurance manager. She was the
17 quality assurance manager on our last contract in
18 Florida, and assumed those responsibilities again
19 in submitting the reports and so forth.

20 We also have a new government affairs counsel
21 that is responsible for all our Public Service
22 Commission related matters from Sprint, Jon Monroe.
23 And Jon is based out of the Atlanta, Georgia area
24 but will make occasional trips down here.

25 And then Michelle Mobley is based out of

1 Denver Colorado. She is our care support, and
2 manages any and all of our reporting. Ongoing
3 reports that we submit on a monthly basis, she
4 takes care of that and makes sure that those are
5 provided.

6 We have some implementation people, and people
7 that assisted us, a couple, throughout the
8 implementation. Angie Officer, Angela Officer.
9 She's a senior implementation manager based out of
10 Reston, Virginia. And she handles all of
11 implementation for various states on the east
12 coast, and handled the implementation for the
13 Florida relay. So she did a great job in making
14 sure we had everything together, and we came off on
15 March 1st without a hitch.

16 And then Natalie Ryan was the interim Florida
17 account manager and customer relations manager
18 until we were -- brought Jeff on board March 16th.
19 And so he will be assuming those duties going
20 forward.

21 One other employee we have in Florida is Ken
22 Goulston. Ken is he -- he does a lot of our
23 wireless sales for the Sprint Relay team. He sells
24 and promotes our Sprint Relay data only plan to
25 deaf and hard of hearing consumers nationwide, but

1 is based out of Florida here.

2 So that is the team that we have from Sprint
3 that supports Florida.

4 A little bit more about Jeff Branch. We --
5 not having him -- you know, those who can't see him
6 and are on the telephone, we have got a picture of
7 him on the PowerPoint, so if you see him in
8 Florida. Jeff has a great deal of relay
9 background. Previously, when Sprint had the
10 contract here, he operated a call center out of
11 South Dakota for CSD for 10 years. And he managed
12 that call center that had and processed Florida
13 traffic, so he understands the Florida TRS and the
14 consumers here.

15 He is a graduate from Gallaudet University,
16 and a lot of his spare time is spent with his two
17 boys playing baseball. He tries to play, but he
18 more or less coaches. And then one of his -- a
19 little bit of other fun stuff about him, scuba
20 diver, loves fishing.

21 And then a little picture and a little
22 background on Loraine Overland, your quality
23 manager based here in Florida. She's been in, you
24 know, nine years with Sprint Relay, and started
25 with the Florida call center when it was in

1 Jacksonville, but has 24 years in the telecom
2 industry. Always been a Florida resident. Former
3 vet -- or current vet, former Army veteran. And
4 two sons as well, about the same age as Jeff's, so.

5 Implementation status. We implemented
6 everything March 1st. Things -- worked on it for
7 about 60 days. And February 28th, at about eleven
8 o'clock, we worked on transitioning all the
9 services and all the phone numbers from -- the
10 Spanish services from Hamilton, and then the rest
11 of the services from AT&T to all have them
12 transitioned by March 1st, that midnight between
13 the 28th and the 1st.

14 Everything went well. We had -- we had to, at
15 the last minute, get a customer -- new customer
16 care number that we had implemented within the
17 first two weeks of March. But everything else has
18 been implemented, and it is a Florida branded
19 customer service number, so it is answered as
20 Florida relay customer service, rather than Sprint
21 customer service.

22 We also implemented a number of other new
23 services; the RCC, video assisted speech-to-speech,
24 French to French, Spanish to English translation,
25 the new dedicated, you know, customer service

1 numbers for English and Spanish, and a new customer
2 profile database form. And then we have got both
3 of the Florida staff people we committed to hired
4 as well.

5 Next slide is a lot of the toll free numbers
6 that we have for Florida, and a simple slide that
7 outlines all of those toll free numbers for
8 services. The slide after that is all the customer
9 service numbers that we have for Florida customers,
10 and ways to get ahold of our customer service. We
11 do have a special speech-to-speech customer service
12 as well as a voice carryover customer service.

13 A little bit about the new products. RCC, a
14 quick way to it, you can either go to the FTRI
15 website, where they have the Florida Relay
16 products, or you can go to floridarcc.com. This is
17 a Relay Conference Captioning.

18 We are providing 15,000 minutes included in
19 the service on an annual basis. And it is able to
20 be utilized and encouraged for conference calls or
21 settings where there is a teleconference or
22 telecommunications of some sort. And it will
23 provide updated -- you know, it's similar to cart
24 services, it will be a lot.

25 MR. SCHWARZ: I'm so sorry. I am purely

1 totally sorry to interrupt. This is Louis, and I
2 know you are right in the middle of a sentence, and
3 I apologize for that.

4 Florida Relay, but the toll numbers that are
5 printed, I want to know where is that information
6 going to be?

7 MR. SKJEVELAND: We have all those.

8 MR. SCHWARZ: You are backing up a couple of
9 slides?

10 MR. SKJEVELAND: Yep. And going back to that,
11 the toll numbers. The toll free numbers are listed
12 on the FTRI website.

13 MR. SCHWARZ: Okay. On the website. Okay.
14 But additionally, is it going to be published
15 somewhere else? Is it going to be advertised so
16 that all the customers can see it in other places,
17 or is it simply going to be on the website?

18 MR. SKJEVELAND: You know, we can work with --
19 part of our -- and we will get more into it, but
20 part of our offerings in Florida is we are
21 providing an annual budget for outreach
22 expenditures, but rather than competing with FTRI
23 on doing outreach, we will be working in
24 partnership with them to handle that, and make sure
25 that they have the adequate brochures and materials

1 to get that information out.

2 MR. SCHWARZ: Okay. All right. That was my
3 only question. And thank you again for letting me
4 interrupt.

5 MR. SKJEVELAND: No problem, Louis.

6 Okay. The next new product was the video
7 assisted speech-to-speech. It is a new service we
8 have launched in the last couple of years for our
9 speech-to-speech customers. A lot of times, they
10 like visual clues that they can give to our
11 operators, so they have a way to connect with a
12 one-way video feed to the operator to provide
13 visual clues as to what they may be saying on a
14 speech-to-speech call.

15 The other one is French service. It's French
16 to French. We do not provide French translation.
17 However, this is for any consumer that speaks
18 French, and was a service we provided previously
19 here in Florida and will continue to do so with our
20 new contract.

21 The Spanish to English translation services is
22 another new service. Florida has historically had
23 Spanish services, which is Spanish to Spanish. We
24 will, as well, provide translation services. With
25 Spanish being such a predominant language,

1 unfortunately everybody doesn't have the fluency,
2 so we will do translation services as well.

3 From an operational update, we are looking at
4 a lot of what we did to prepare our staff, our, you
5 know, call center staff overall for, you know, the
6 launch of Florida. And what we do for, you know,
7 all of our states is, we wanted to make sure that
8 we had all of our employees trained on Florida
9 specific, as well as that they met and are viewed
10 as the best in the industry nationwide.

11 They go through competent, you know,
12 competency tests for various skills that are
13 required, as well as ensuring the confidentiality
14 of the calls per FCC requirements. The ethics, and
15 so forth, ensuring they have ways to ensure that
16 the work environment is a very ethical environment.
17 And a big requirement that we want to make sure is
18 that their typing speeds are at 60 words a minute
19 or greater.

20 One of the big things, you know, we look at is
21 looking at the performance measurements and how we
22 are looking at performance, and ensuring they
23 understand the clear expectations, the priorities
24 that we have with the business goals we have, and
25 for meeting our customers' requirements. And we do

1 provide -- every employee goes through employee
2 evaluations and quality tests on a monthly basis,
3 and providing that in-- you know, that feedback to
4 them, and developing them to make sure that they
5 can go on from whatever jobs they are at to further
6 advance their careers.

7 I think the big thing, and I will turn it
8 over, was the outreach, and let Jeff speak to the
9 outreach portion of this presentation.

10 MR. BRANCH: Hi. This is Jeff Branch
11 speaking. I am going to talk about the outreach
12 portion here again. This is a very exciting
13 portion. I am happy to be here in Florida and
14 provide these support services for our consumers.

15 So you can see here on the slide, we are
16 working with FTRI to provide \$25,000 worth of an
17 outreach budget for various things so that our
18 customers know about the services we provide and
19 offer to them.

20 We will attend the TASA meetings twice
21 annually. And we have also provided FTRI with 10
22 tablets. We have already shipped those, so they
23 are on the way to FTRI. And we have provided a
24 survey for the FTRI website just to get some
25 feedback from consumers and review their responses.

1 Sprint also provides the 840 Plus CapTel
2 equipment to FTRI, and then also to consumers in
3 the state of Florida. And we have done advertising
4 work for CapTel too, to encourage people to be
5 aware of that and the availability of CapTel, to be
6 aware of it and to use it.

7 And also we have done -- we are planning about
8 15 to 20 outreach events every year. These will be
9 including things like presentations, attending
10 different exhibitions; again, going to certain
11 events, we will be there and be present. You can
12 see also town hall meetings and some of the other
13 things mentioned.

14 So some things we have already begun since
15 March 1st. We attended deaf awareness day, and we
16 provided website content updates for the FTRI
17 website. We have also designed the advertisements
18 as well for FTRI. We are working on brochures.
19 And we are trying to get some feedback on the
20 brochures so we can update them.

21 We were also there at the DeafNation event in
22 Orlando, Florida on March 21st, 2015. We were at
23 the table there. We wanted to make sure consumers
24 were aware of the equipment available to them in
25 the state of Florida. And we had 12 different

1 events attended by the OEIs, the Outreach Experts,
2 Incorporated, all over the State of Florida; again,
3 explaining the services, especially CapTel
4 services, we focused on that.

5 So this here, this picture is an advertisement
6 that we have done and that we have modified working
7 with FTRI. So this is also an example of some of
8 the website updates we have done for FTRI, and how
9 we have worked on the website for them, updating
10 the content, and just trying to provide more
11 information and clarification about what services
12 are available to consumers in Florida.

13 So these are a list of outreach events that we
14 have gone out to, or will go out to in the state of
15 Florida doing CapTel advertisements, installations
16 and trainings too. So we have already done quite a
17 few of these, and we will be doing more, especially
18 with CapTel, going forward.

19 So that's a list of what we have done. And
20 here is a list of future events, some future events
21 that we have listed, and more coming. I know we
22 are mandated to do 10 to 15 a year, but we thought
23 it would be better to actually up that number and
24 to do more and further outreach events, so we are
25 trying to do as many as we can more every month.

1 So again, we are going to talk a little bit
2 about some future outreach efforts from this slide.
3 We have placed a CapTel television advertisement
4 March 30th to May 29th in the Orlando, Jacksonville
5 and Ft. Myers area. We have tried to get the word
6 out in that area. And we are possibly working with
7 social media, especially with Facebook. We have
8 potential there.

9 And we are working with the following
10 potential organizations to set up some events,
11 Florida Association for the Deaf, Florida
12 Deaf/Blind Association, the Hearing Loss
13 Association of America in Florida, the Central
14 Florida Speech and Hearing Center. So these are
15 different organizations that we want to partner
16 with and get with so we can provide support to them
17 as needed.

18 Okay. So now I wanted to open the floor for
19 anyone who has questions for us now.

20 MR. SCHWARZ: This is Louis. I have a
21 question.

22 MR. WILLIAMS: Louis, can you just hold on?
23 We have a question here from Chris, and then we
24 will come to you. Thank you.

25 MR. LITTLEWOOD: Chris speaking. Okay, thank

1 you. So my question, the CapTel 840 Plus, so does
2 that work with iPads only, the ones that Sprint is
3 giving out, or will it also work with other lines
4 as well?

5 MR. SKJEVELAND: And you are asking about the
6 840i that we distribute from Sprint?

7 MR. LITTLEWOOD: Well -- Chris speaking --
8 really the equipment. Yeah, that was the
9 interpreter's mistake, the 840i, not the 840 Plus.
10 The equipment is new.

11 MR. SKJEVELAND: Three different kinds of 840
12 devices. The 840 typically works with analog
13 lines. 840i that is internet-based for the
14 captionings and works with digital phone systems,
15 your voice types of systems and so forth and then
16 what we are providing free of charge is the 840
17 Plus. Now, the 840 Plus is distributed and we are
18 sending, because of how Florida regulations are, as
19 an analog 840 -- it will behave like an 840 phone,
20 but down road, when phone systems change,
21 regulation with Florida, you know, are looked --
22 that's where it can --

23 MR. LITTLEWOOD: Wonderful.

24 MR. SKJEVELAND: -- it can either be an 840
25 840i device, and that's where the 840 Plus is.

1 It's typically only permitted for EDPs, equipment
2 distribution programs nationwide. CapTel developed
3 that piece of equipment last year. So -- but we,
4 as Sprint, distribute all internet-based CapTel
5 phones.

6 MR. LITTLEWOOD: I am just trying to really
7 understand --

8 INTERPRETER: Chris speaking for himself.

9 MR. LITTLEWOOD: I am just trying to
10 understand about the equipment. So I understand
11 it's not yours alone, but I wanted to see what the
12 expectations of it working with a landline and IP,
13 or one or the other. So I understand, thank you.

14 One other question. The relay captioning,
15 that was my request, and so I am very excited to
16 see that happening. First, when does it start?

17 MR. SKJEVELAND: It started March 1st.

18 MR. LITTLEWOOD: Okay. So what do you need to
19 do if you want to set up a use for that?

20 MR. SKJEVELAND: He if you want to use our RCC
21 services, you can either go to FTRI's website, and
22 there is a click -- you can click, and it will link
23 you to our floridarcc.com website. And then the
24 expectations are, you can set up an appointment for
25 an RCC conference call, or using the services.

1 They typically request 48 hours advance notice.

2 MR. LITTLEWOOD: Okay. And only for a
3 conference call, right?

4 MR. SKJEVELAND: Correct.

5 MR. LITTLEWOOD: Okay, because the picture
6 that you were showing before, it almost looked like
7 they were all in the same room.

8 MR. SKJEVELAND: Right. You can typically
9 have either, but there has to be a
10 telecommunications link.

11 MR. LITTLEWOOD: Okay. Thank you. Thank you.

12 MR. WILLIAMS: Okay. I think there is a
13 question from Louis.

14 MR. SCHWARZ: Yes. This is Louis. And my
15 question was about the RCC as well. Just to
16 clarify, is that something that is provided to
17 people in the same room or -- I think you mentioned
18 there has to be some telecommunication link, is
19 that correct? Because again, the picture was a
20 little bit misleading.

21 MR. SKJEVELAND: We can provide the RCC in the
22 same room, however, to connect to our RCC operator,
23 you have to have a phone connection. Hopefully
24 that answers your question, Louis.

25 MR. SCHWARZ: So, for example, I have an

1 Android phone, a cellular phone, and I want to
2 participate -- or let's say I have an iPad, or
3 something like that, and I want to participate, how
4 would I go about that, or do you need a phone line
5 to use the RCC services?

6 MR. SKJEVELAND: You will need a phone
7 connection for whoever is speaking. Typically this
8 is intended for -- the whole purpose of Relay
9 Conference Captioning is for conference calls,
10 where you have multiple parties on a meeting
11 discussion.

12 For example, our meeting here today, we have
13 several people in the same room, but at the same
14 time, we have several people joining in from a
15 conference bridge. The RCC would be provided. You
16 would watch the captioning on a computer screen if
17 you were participating from home, like you are now.
18 And you would be able to type back, and we have
19 two-way RCC or one way. The two-way, you could
20 type on your screen and the RCC operator could
21 speak for you, or you could choose to just watch.
22 At the end of the call, you can request a
23 transcript as well of all the captioning of that
24 conference. I am hoping that answers your
25 question, Louis.

1 MR. SCHWARZ: Yes, that does clarify. Thank
2 you.

3 For me, but also for the deaf/blind community
4 as well, it's my understanding that, you know, with
5 an iPad or a tablet, something mobile like that, we
6 could go into the conference room and use that, you
7 know, they would be connected to a phone bridge and
8 the RCC, and then I could connect through my tablet
9 to -- on-line to that audio to get the RCC
10 captioning on my tablet. Is that something that's
11 capable?

12 MR. SKJEVELAND: We have -- using a tablet,
13 it's very simple. You would go into your Safari
14 browser and go into the Florida RCC website if you
15 have set up an appointment already. So it is
16 possible to do it that way if everybody is in the
17 room is near enough to a speakerphone. But as
18 normally would be expected, since the person is
19 remote, everybody would have to be able to be heard
20 on the phone line that would be speaking.

21 MR. SCHWARZ: Great. I understand clearly.

22 And then is this accessible for our deaf/blind
23 consumers as well? Does it have -- would they have
24 a Braille option on their keyboard? Will this be
25 compatible with that?

1 MR. SKJEVELAND: It would depend on -- a lot
2 of devices for Braille are built so that a lot of
3 them utilizing their PC or their Mac.

4 MR. ZIEV: I have a question --

5 MR. WILLIAMS: Can you -- can you state your
6 name? Who's speaking, please?

7 MR. ZIEV: Yeah, this is Jon, can RCC be used
8 over TASA meeting?

9 MR. SKJEVELAND: It would be something that
10 you could -- would be available for you to book. I
11 mean, that would be up to the Commission on if they
12 wanted to use that service for this type of
13 meeting.

14 MR. ZIEV: All right. Okay.

15 MS. RHODES: Hi, this is Cheryl speaking. I
16 have a question, or a comment.

17 MR. WILLIAMS: Yes, go ahead, Cheryl.

18 MS. RHODES: Thank you.

19 I do have a comment about what Louis had just
20 said in his question in regards to the deaf/blind
21 population, so now -- but as far as my knowledge
22 goes, it's no, because we actually use -- we have
23 the telecommunications Braille if there is time,
24 however, there is always such a long lag time
25 because people speak so fast, and then it would

1 take a lot longer for that to come up on the system
2 and so much information would be missed.

3 I think it would be best, actually, for a
4 deaf/blind individual to be present just so they
5 could keep up with all that information in the
6 group, and to have an interpreter available.

7 MR. SKJEVELAND: And this is Jim, valid point.

8 UNIDENTIFIED SPEAKER: And I am sorry, I
9 missed who was saying that? Was that Cheryl?

10 MR. WILLIAMS: Yes, that was Cheryl.

11 MS. RHODES: Yes. Yes. I am sorry. That is
12 Cheryl. Yes. I had said that in the beginning,
13 yes.

14 UNIDENTIFIED SPEAKER: Okay. Thank you,
15 Cheryl. I appreciate the feedback. I just -- kind
16 of an addendum, I guess, to what I had been
17 questioning before.

18 The RCC has what, maybe one or two more -- for
19 example, if there are one or two more deaf people
20 involved who are using an iPad with the RCC, and
21 somebody is on the phone, as long as somebody is on
22 the telephone, can you have several people using it
23 at the same time in the same place?

24 MR. SKJEVELAND: And this is Jim. Definitely.
25 You could have six people, three deaf, three

1 hearing, and use the service.

2 The service, and how it's different, is that
3 we don't use our standard relay operators that are
4 typing, on average, 75 words per minute. We are
5 utilizing actual court reporters. The same type of
6 people that do captioning on television, and so
7 forth, for live events are doing the RCC.

8 MR. LITTLEWOOD: This is Chris. Regarding the
9 RCC, how much schedule time is required to use it?

10 MR. SKJEVELAND: At least 48 hours in advance.

11 MR. LITTLEWOOD: This is Chris. One last
12 question.

13 Regarding the 15,000 minutes for the year,
14 what happens if that's used up? And the reason I
15 ask that question is there was the comment before
16 about using RCC for this meeting, and that seems
17 like it might create a conflict. And the more that
18 it's applied for public meetings, where the venue
19 that's having the meeting should be providing the
20 captioning, my concern would be that that 15,000
21 minutes will be used up a lot faster, and I want
22 the service to be available to individuals within
23 the state that need the conferencing.

24 MR. SKJEVELAND: Once the 15,000 minutes would
25 be depleted, we would have to have a discussion

1 with the Commission on how to continue or cease
2 services until the new contract year began.

3 MR. LITTLEWOOD: This is Chris again. But
4 that's not outlined in the contract as it is now,
5 though. What happens after the 15,000 -- okay.

6 MR. WILLIAMS: Are there any additional
7 questions?

8 If there are no additional questions, that
9 completes the presentations, so we will open up the
10 floor for any follow-up discussion before we
11 adjourn.

12 MS. RHODES: Yes, hi. This is Cheryl. I do
13 have a question.

14 MR. WILLIAMS: Yes, Cheryl. Go ahead.

15 MS. RHODES: Okay. Again, this is Cheryl
16 speaking, and I did forget something that I did
17 want to ask James about during his presentation.

18 My question, then, to you is, the funds for
19 that, is it from the National Deaf/Blind Equipment,
20 are they going to be distributed in the program for
21 next year? So again, are there any funds available
22 to distribute that equipment for next year?

23 MR. FORSTALL: Yes -- this is James. Yes.
24 Every July 1st, the FCC will allocate funds for
25 each state. And we will know more exactly what our

1 allocations will be on July 1st, but the
2 expectation is that we will be funded for next
3 year.

4 MS. RHODES: Okay. Thank you, James.

5 MR. WILLIAMS: Any additional questions or
6 comments?

7 MR. ZIEV: This is Jon. I have a question.

8 MR. WILLIAMS: Yes, Jon.

9 MR. ZIEV: Okay. Hi. It's Jon. As you
10 mentioned that the fund has been decreasing, now,
11 did you have any ETA about when the relay will be
12 depleted, once that will be depleted and run out?
13 You know, for the TTY part. Once those TTYs become
14 obsolete, do you have any idea?

15 MR. WILLIAMS: Can you repeat the question?
16 We had a little difficulty also with the volume, so
17 can you repeat the question and speak a little
18 louder?

19 MR. ZIEV: Okay. Hold on one second. Can you
20 hear me better now?

21 MR. WILLIAMS: That's better.

22 MR. ZIEV: One moment. Okay, so in regards to
23 TTYs, the distribution, you had mentioned that
24 that's declining, obviously to better technology.
25 Now, did you have any idea when you would expect or

1 think that TTYs will actually be stopped, you know,
2 become obsolete as a result to a complete
3 changeover to better technology? You know, would
4 you have any expectation or anticipation when that
5 might happen?

6 MR. FORSTALL: This is James. That's a good
7 question. Believe it or not, there is still a lot
8 of TTY users out there who use the 711 relay
9 service, and just because the number of TTYs that
10 are distributed is decreasing, or has been
11 decreasing, there are still a number of people out
12 in the field that still have these devices and they
13 still use the relay service. And perhaps Sprint
14 may want to add a comment to this.

15 MR. ZIEV: Now, in the past, showing the
16 minutes of usage for TTYs, do you have any of that
17 information --

18 UNIDENTIFIED SPEAKER: You know, where it
19 is -- it's not being shown anywhere.

20 MR. ZIEV: -- you know, as far as --

21 UNIDENTIFIED SPEAKER: It's not being shown
22 anywhere.

23 MR. ZIEV: -- what those numbers are? We
24 don't have that shown anywhere, the numbers of
25 minutes that have been used.

1 MR. FORSTALL: That would be a question for
2 Sprint.

3 MR. SKJEVELAND: We -- I guess we would have
4 to look, because when you look at the TRS minutes
5 in the state of Florida, we don't only look at TTY,
6 but we look at voice carryover, which utilize, at
7 times, a like TTY device, but may be, you know,
8 speaking for themselves.

9 So if you looked at TTY minutes and the
10 decrease, I can speak to what was experienced in
11 the month of March, our first month back --

12 UNIDENTIFIED SPEAKER: The month of March --

13 MR. SKJEVELAND: -- and that number of minutes
14 that you look at utilization --

15 UNIDENTIFIED SPEAKER: Can you mute your
16 microphone?

17 MR. SKJEVELAND: -- I believe, for the month
18 of March was around 112,000 minutes for TTY
19 services.

20 MR. WILLIAMS: Chris.

21 MR. LITTLEWOOD: This is Chris speaking. Jon,
22 thank you for the question. It reminds me of
23 something very important related to TTYs, and that
24 is that TTYs are currently the only way for someone
25 that is deaf or hard of hearing to get direct

1 communications access to 911. If someone is using
2 a video phone or CTS, they are going through a
3 relay service provider first, and not directly to
4 the PSAP, or the public safety access point for
5 911.

6 So that is one reason, even though it requires
7 the cost or the expense of a telephone line, while
8 people that are utilizing video phones should still
9 have a TTY.

10 MR. ZIEV: Okay. Thank you.

11 MR. WILLIAMS: Are there any other questions?

12 Hearing none, we are on schedule to adjourn as
13 printed on the agenda. I would like to go ahead
14 and state that we will have the next TASA meeting,
15 which is tentatively scheduled for October 2015,
16 and we will send out additional details as we get
17 closer to that date on the exact time, location and
18 the issues that will be addressed.

19 So at this time, we will go ahead and conclude
20 today's meeting. And we would just like to thank
21 everyone for your participation and input.

22 We are adjourned.

23 (Whereupon, the proceeding was concluded at

24 3:27 p.m.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

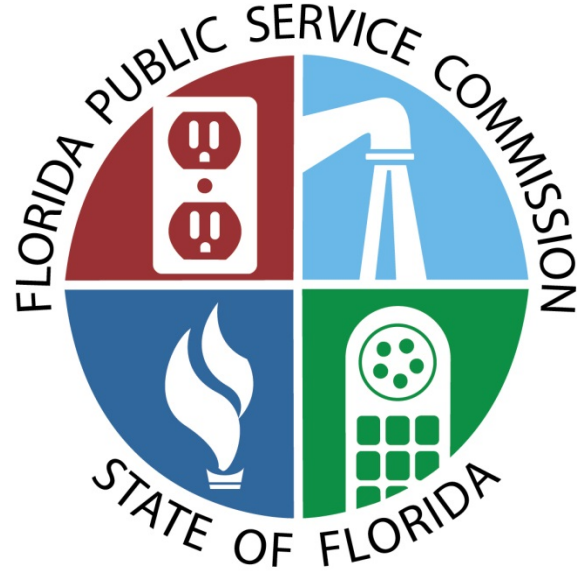
I, DEBRA R. KRICK, Professional Court Reporter, certify that the foregoing proceedings were taken before me at the time and place therein designated; that my shorthand notes were thereafter translated under my supervision; and the foregoing pages, numbered 3 through 55, are a true and correct record of the aforesaid 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' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED this 30th day of April, 2015.



DEBRA R. KRICK
NOTARY PUBLIC
COMMISSION #EE212307
EXPIRES JULY 13, 2016



Welcome

TASA Advisory Committee Meeting

April 17, 2015

AGENDA

- 1:30 – 1:45
Reading of Meeting Notice – *Pamela Page*
Initial Meeting Notes – *Curtis Williams*
Introductions – *Curtis Williams*
Participant Appearances

- 1:45 – 2:15
FCC & PSC Updates - Curtis Williams and Jeff Bates
- 2:15 – 2:45
FTRI 2015-2016 Proposed Budget - *James Forstall*
- 2:45 – 3:00
Break

- 3:00 – 3:30
Sprint Relay Updates – Jim Skjeveland and Jeff Branch
 - Implementation of Service
 - Operational Update
 - Outreach Plan

- 3:30
Conclude

Initial meeting Notes

- A transcript will be made of today's meeting, and provided to all TASA Committee Members.
- Please make sure your microphone is on when speaking. The green light should be on.
- Please silence your cell phones during today's meeting.
- Please state your name before speaking so we know who is making comments for the record.
- For Committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form.

Mr. Chris Littlewood

Florida Coordinating Council for the Deaf & Hard of Hearing.

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Seminole, FL 33772

(727) 498-2059

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Mr. Rick Kottler, Executive Director

Deaf and Hard of Hearing Services
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(850) 413-6215 - Fax
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FCC & PSC Updates

since

October 30, 2014

TASA Meeting

FCC Number vs DA Number on Orders

- *Decisions are issued in two different ways: by the authority of the entire Commission, with each Commissioner voting; or by authority delegated to the Bureaus and Offices of the Commission.*
- *If the decision is decided by the Commission, it is identified by an FCC number. The FCC number is comprised of two digits indicating the year, and a number of up to 3 digits indicating the sequence, such as FCC 08-138.*
- *If the decision is issued through authority delegated to the FCC Bureaus and Offices, it is identified by a DA number. The DA number is constructed similarly to an FCC number, with two initial digits indicating the year, and a number of up to 4 digits indicating the sequence such as DA 08-1476.*

Order DA 14-1899

Released December 29, 2014

- In this order, the FCC adopted, based on emergency circumstances, a mid-year adjustment of the per-minute rate of compensation from the Interstate Telecommunications Relay Service Fund for the provision of IP Relay service. The adjusted rate, which is retroactive to November 14, 2014, will remain in effect until June 30, 2015, except that a higher rate applicable to monthly minutes in excess of 300,000 will terminate on May 15, 2015.
- The FCC took this action in response to the sudden termination of service by one of two IP Relay service providers on November 14, 2014 to ensure that the remaining provider is reasonably compensated for providing service and that IP Relay service will continue to be provided without interruption.

Order DA 15-173

Released February 6, 2015

- The FCC granted in part a request by Sorenson Communications, Inc. and its subsidiary CaptionCall, LLC to waive the requirement for all providers of Internet Protocol Captioned Telephone Service to obtain from each new user and each existing user the last four digits of the user's Social Security number as part of the IP CTS user registration process in those instances where the user does not have a Social Security number.
- The waiver was granted for a limited period of time and will remain in effect until the Commission takes final action on IP CTS registration procedures pursuant to its open rulemakings on IP CTS matters.

Order DA 15-427

Released April 7, 2015

- The FCC suspended the conditional certification of InnoCaption, Inc. to provide IP CTS.
- The FCC found that InnoCaption has failed to operate its IP CTS in compliance with the Commission's TRS emergency calling requirements.
- To lift the suspension, InnoCaption must implement compliant 911 calling arrangements, demonstrate that the Company is in compliance with the emergency calling requirements for TRS, and fully comply with the other requirements of the Order within six (6) months of the effective date of the Order.

PSC Updates

FTRI Fiscal Year 2015-2016 Proposed Budget

- March 9, 2015 – FTRI submitted its proposed 2015-2016 fiscal year budget for Commission consideration.
- April 17, 2015 – FTRI Presentation to TASA Committee.
- April 23, 2015 – Commission staff is scheduled to file a recommendation for Commission consideration of FTRI's proposed 2015-2016 budget.
- May 5, 2015 – The Commission is scheduled to consider staff's recommendation on FTRI's proposed 2015-2016 budget.
- July 1, 2015 – Effective Date of the New FTRI Budget.

New Relay Provider

- On October 2, 2014, the Commission approved Sprint Corporation as the new Florida relay service provider effective June 1, 2015.
- On November 26, 2014, AT&T and Sprint filed a *Joint Motion For Expedited Approval of Early Transition of Relay Service Providers from AT&T to Sprint*.
- At the December 18, 2014, Agenda Conference, the Commission approved staff's recommendation for the Commission to approve the amendment to the AT&T relay contract to end its provision of relay service on February 28, 2015, with the condition that AT&T reimburse FTRI \$0.33 per session minute for traditional relay service and \$0.16 per session minute for CapTel service from March 1, 2015 through May 31, 2015.
- The Commission also approved staff's recommendation to amend the Sprint relay service contract to change the effective date of that contract to March 1, 2015, and change the end date to February 28, 2018.
- The contract is for a three year period, with four one-year options available after the initial term.

New Relay Provider

Highlights of Sprint's Proposal

- Sprint will hire an in-state Customer Relations Manager to lead the Consumer Input program, and coordinate outreach efforts with FTRI.
- Designate a Florida Relay Quality Manager to oversee all areas of training, quality assurance, monthly testing, and customer feedback.
- Conduct monthly TRS and CapTel Quality compliance Testing using an experienced third-party evaluator.
- Provide 15,000 free minutes of Relay Conference Captioning (RCC) service.
- Provide \$25,000 budget to support outreach and consumer input programs.

Questions or Comments?



Next...

**Florida Telecommunications
Relay, Inc.**

**James Forstall
Executive Director**

AMPLIFIED PHONES
SERVE AS *lifelines*
FOR PEOPLE WITH
HEARING LOSS.

VISIT A **LOCAL
DISTRIBUTION CENTER**
NEAR YOU TO
FIND OUT MORE ON
THE XLC3.4.



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April
17,
2015

ftri.org/free

#KeepFloridaConnected

Proposed FY 2015 / 2016 Budget

Proposed Budget FY 2015/2016

Based on the best information available to us, the FTRI Board of Directors has approved a recommendation to maintain the current surcharge level of \$.11 for the next fiscal year. We estimate that a surcharge level of \$.11 would produce a shortfall in meeting FTRI's operating expenses and we have not proposed to revise the surcharge because we believe there's sufficient funds in the surplus account to offset the difference.

The budget as approved by the Board projects total revenues to be \$8,064,442 and total expenses to be \$8,916,216. The difference of \$851,744 will be transferred from the surplus account.

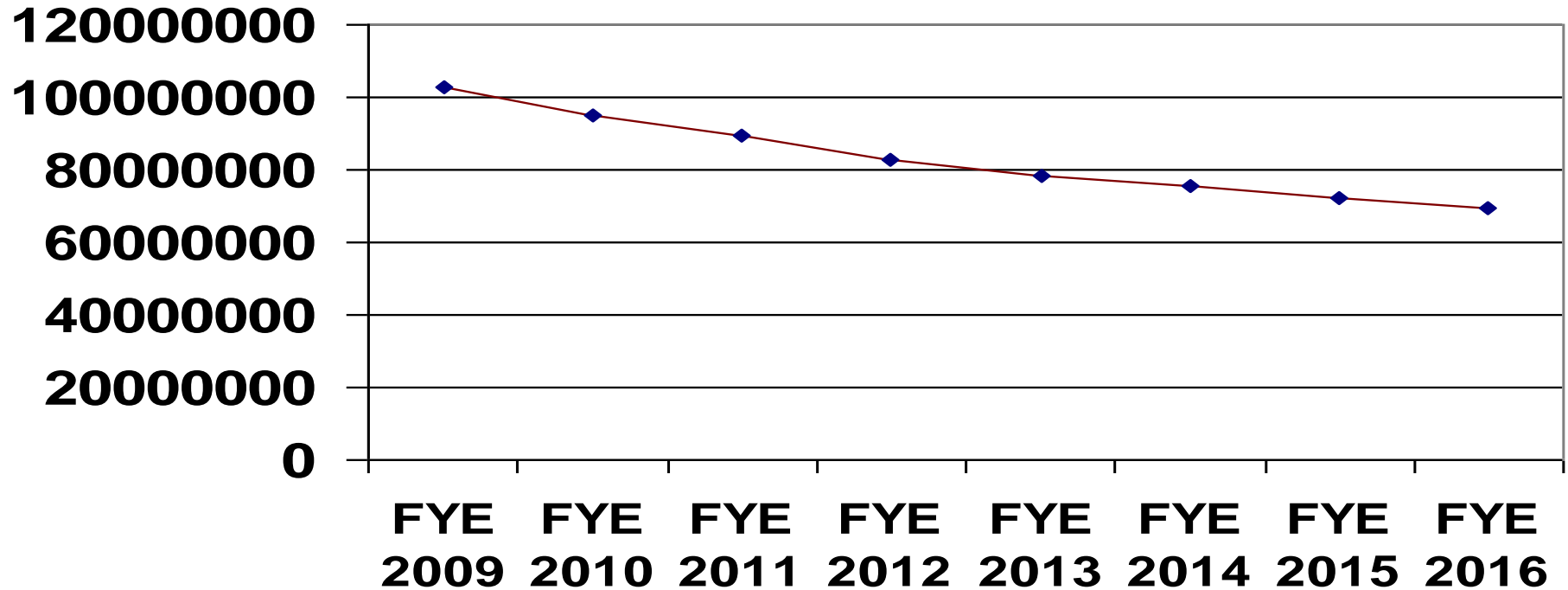
Proposed Budget FY 2015/2016

As of March 2015, FTRI has over 510,000 individuals in the client database. It is evident that FTRI and its contracted regional distribution centers are reaching out to meet the telecommunications access needs of residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Outreach continues to be a large part of our efforts and plans are underway to reach out to the estimated 3 million potential clients with hearing loss or speech disability in Florida by creating awareness and telephone independence.

Operating Revenue

Surcharge revenues for FY 2015/2016 are based on a 4% decrease in the total number of access lines reported and estimated in FY 2014/2015.

Number of Access Lines



Operating Revenue

| | |
|----------------------|---------------------------------------|
| 69,443,522 | - total number of access lines |
| <u> x .11</u> | - proposed surcharge level |
| \$ 7,638,787 | - total revenues from access lines |
| <u> - 1%</u> | - less administrative cost for TELCOs |
| \$ 7,562,400 | - net operating revenues |
| <u> + 33,293</u> | - plus projected interest income |
| \$ 7,595,693 | - total operating revenues |
| <u>- 8,447,467</u> | - less FTRI operating expenses |
| \$ - 851,774 | - transfer from surplus fund |

Category I Florida Relay

FY 2015/2016 budget for relay is based on projections submitted by the relay provider (Sprint). The contracted rate is \$1.09 per billable minute for TRS and \$1.63 per billable minute for captioned telephone service. Using the data submitted by the relay provider it is estimated year-end total of 2,758,134 billable minutes.

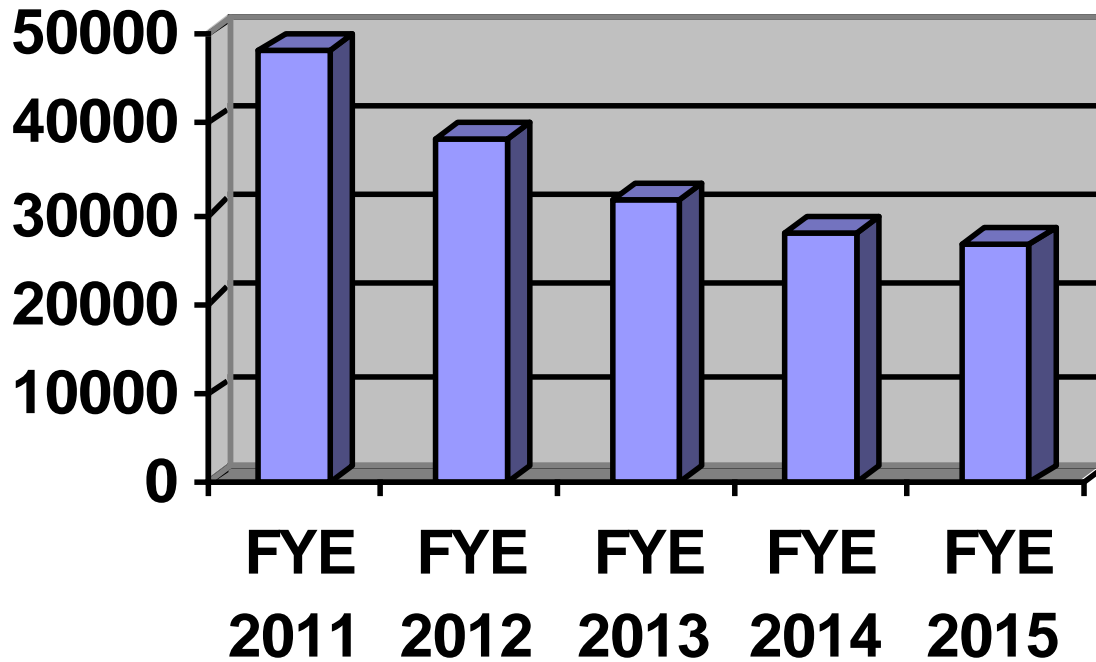
\$1,058,228 - estimated TRS billable cost
+2,913,271 - estimated CapTel billable cost
\$3,971,499 - **Category I**

Category II Equipment and Repairs

This category consist of all equipment purchases as well as repairs. FTRI is projecting the FYE 2015/2016 expenditures to be \$1,708,889.



Equipment Distributed



FYE 2011 – 48,005

FYE 2012 – 38,477

FYE 2013 – 31,726

FYE 2014 – 27,606

FYE 2015 – 26,732 (estimated)

Category III

Equipment Distribution and Training

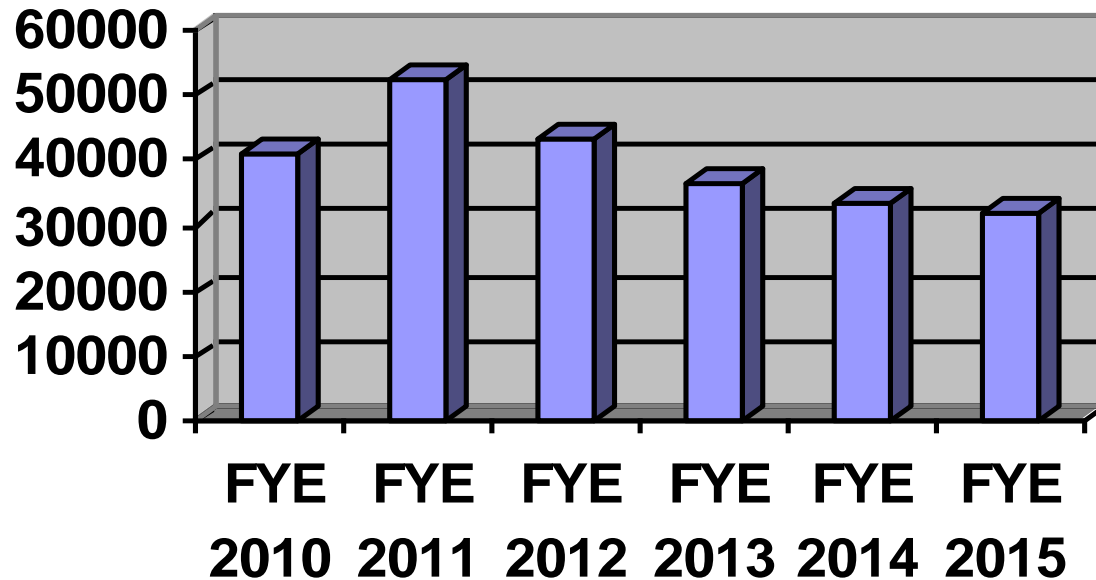
There are 30 RDCs that provide services in multiple locations throughout the state.

It is estimated that the RDCs and FTRI will have provided over 30,855 services to clients during the current fiscal year.

Total FY 2015/2016 proposed budget for Category III is \$1,128,665.



Services Provided



FYE 2010 – 41,188

FYE 2011 – 52,217

FYE 2012 – 43,179

FYE 2013 – 36,480

FYE 2014 – 33,222

FYE 2015 - 32,202 (estimated)

Category IV Outreach

FTRI is proposing an outreach budget of \$599,800 for FY 2015/2016 to continue promoting and creating awareness about both the FTRI equipment distribution and the Florida Relay programs.

Category V General & Administrative

Total proposed budget for
Category V is \$1,038,614.

FTRI budgeted for 11 full-time staff.

FY 2014/2015 to FY 2015/2016 Comparison

| | FY 2014/2015 (Approved) | FYE 2014/2015 (Projection) | FY 2015/2016 (Proposed) |
|-----------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| Revenues | \$ 8,528,177 | \$ 8,138,551 | \$8,064,442 |
| Cat I | 3,464,351 | 3,489,539 | 3,971,499 |
| Cat II | 1,537,932 | 1,557,734 | 1,708,889 |
| Cat III | 1,018,089 | 1,008,133 | 1,128,665 |
| Cat IV | 607,200 | 607,142 | 599,800 |
| Cat V | 1,150,298 | 1,006,961 | 1,038,614 |
| Cat VI | 458,832 | 217,398 | 468,749 |
| Total Expenses | \$ 8,236,702 | \$ 7,886,907 | \$ 8,916,216 |

Questions



Florida TASA Meeting

Jeff Branch, Customer Relations Manager
Jim Skjeveland, Senior Sales Executive

Florida Public Service Commission

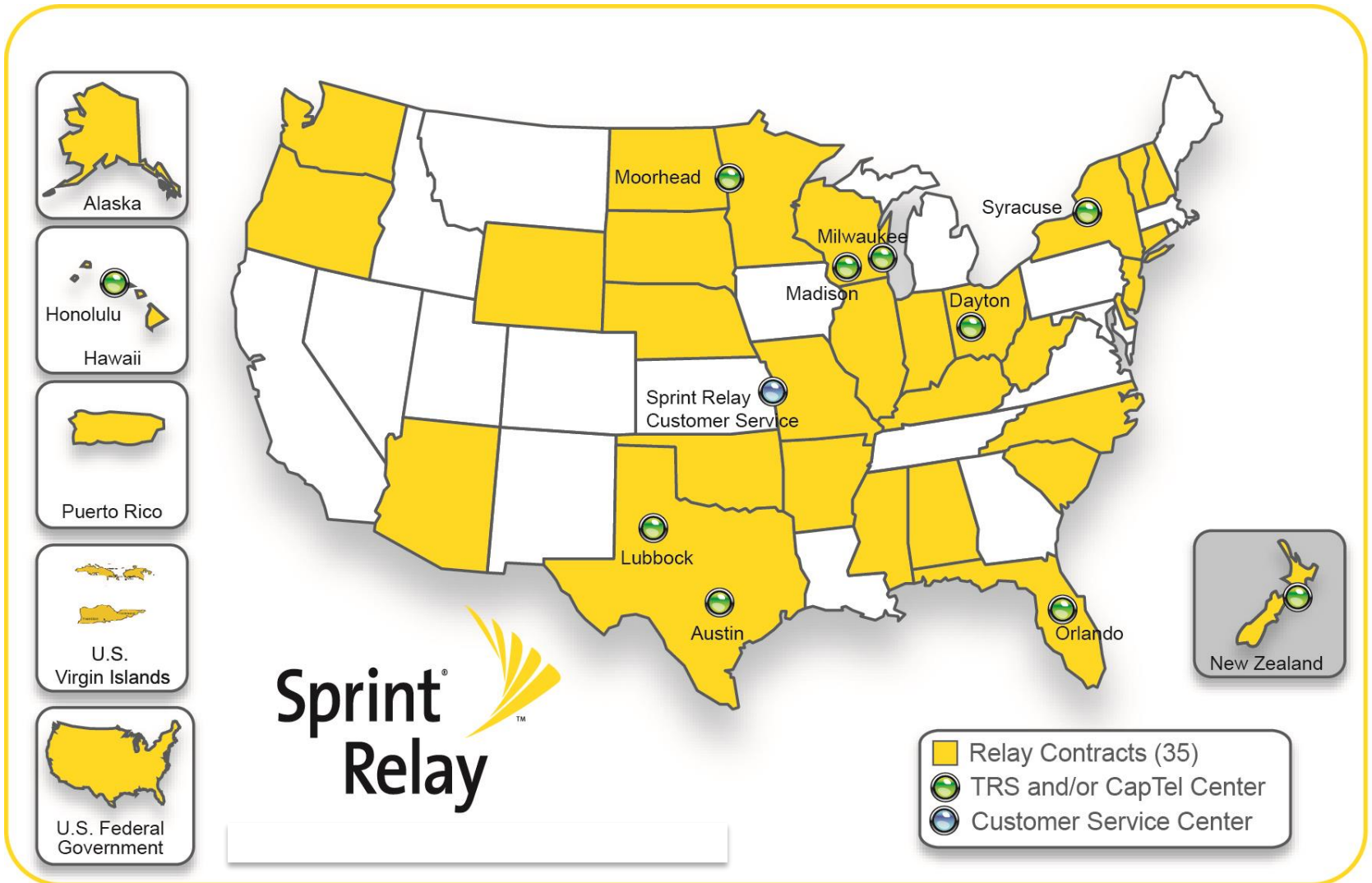
April 17, 2015

Sprint Relay Welcomes...



to the family!

Sprint TRS States & Call Centers



Agenda

- **Florida Relay Service Team**
- **Implementation Updates & New Features**
- **Operational Update**
- **Outreach Plan**

Florida Relay Service Team

Account Specific Support



Jeff Branch, *FL Customer Relationship Manager*
(Based in Florida)

jeffrey.branch@sprint.com



Jim Skjeveland, *Sr. Sales Executive*

james.skjeveland@sprint.com



Loraine Overland, *FL Quality Assurance Manager*
(Based in Florida)

loraine.l.overland@sprint.com



John Monroe, *FL Government Affairs Counsel*

john.Monroe@sprint.com



Michelle Mobley, *Care Support*

michelle.mobley@sprint.com

Implementation/Wireless Support



Angela Officer, *Sr. Implementation Manager*

angela.officer@sprint.com



Natalie Ryan, *Interim FL. Customer Relationship Manager*

natalie.d.clanton@sprint.com



Ken Goulston, *Sprint Wireless Sales*
(Based in Florida)

kenneth.goulston@sprint.com



Meet Jeffrey Branch

- I have over 10 years of TRS experience, formerly with CSD.
- I graduated from Gallaudet University.
- I love to spend time coaching baseball at the Greater Dunedin Little League in Florida.
- I have two boys, Elijah (13 years old) and Jessiah (10 years old).
- I love fishing and one of my goals is to take a boat trip to catch a blue marlin.
- I am a certified scuba diver and enjoy exploring the bottom of the ocean.



Meet Loraine Overland

- I have over 24 years in the telecom industry, and 9 years with Sprint Relay.
- I'm a lifelong Florida resident (when I travel I actually miss the humidity).
- I'm an Army veteran (101st Airborne Air Assault).
- I have two sons age 7 & 12 that keep me active (snowboarding, surfing, biking, canoeing...).
- I recently played paintball for the first time and loved it.



Implementation Status



- **Successfully implemented as of March 1, 2015**
 - Including TRS, CapTel, Enhanced STS, Spanish, French and RCC services
 - Relay Conference Captioning (RCC) Services (new!)
 - Video Assisted STS (new!)
 - French to French (new!)
 - Spanish to English Translation (new!)
 - New dedicated TTY/Voice Customer Service for Florida only (new!)
 - New dedicated Spanish TTY/Voice Customer Service for Florida only (new!)
 - New Customer Profile Database form (new!)
 - In-state Florida Quality Assurance Manager (new!)
 - In-state Florida Customer Relations Manager (new!)

See following slide for a list of all toll free numbers and services implemented

Florida Relay Toll Free Numbers

| | | |
|---------------------------------------|--------------|---|
| TTY | 800-955-8771 | If you are using TTY equipment. |
| Voice | 800-955-8770 | If you are a standard (voice) user, and are trying to connect with a Relay user. |
| ASCII | 800-955-1339 | If you are utilizing a computer. |
| Voice Carry Over (VCO) | 877-955-8260 | If you prefer to speak directly to the hearing person. When the hearing person speaks to you, the Relay Operator serves as your "ears" and types everything said to your TTY or VCO phone. |
| Speech to Speech (STS) | 877-955-5334 | If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party |
| Video Assisted STS | 877-955-5334 | Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time In order to use Video-Assisted STS, please inform the Operator after dialing the toll free number that you would like to utilize Video-Assisted STS. You can make this request before or during the call. You may also add this to your customer profile if you would prefer Video-Assisted STS on all calls. |
| Spanish to Spanish | 877-955-8773 | If you prefer to conduct your conversations in Spanish |
| Spanish to English Translation | 844-463-9710 | If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English. |
| French to French | 877-955-8707 | If you prefer to conduct your conversation using the French language. |
| 900 Pay Per Call | 900-230-6868 | With Pay per calls the Relay user is responsible for direct billing. Rates vary depending on the service called. |

Florida/Sprint Relay Customer Service

| Customer Service Type | Number | Description |
|-----------------------|--|---|
| TTY/Voice | 866-462-6509 | Dedicated FL Customer Service number for all FL Relay customers. |
| Spanish | 800-855-2886 | Dedicated FL Customer Service number for all Spanish speaking FL Relay customers. |
| STS | 877-787-1989 | Nationwide STS Customer Service to train and support STS users. |
| VCO | 866-931-9027 | Nationwide VCO Customer service line. Industry's first national VCO-specialized Customer Service and Training Line. |
| Email | Sprint.TRSCustServ@sprint.com | Email for customer service needs |
| Fax | 877-877-3291 | Fax for all customer service needs. |
| VCS | vcs@sprint.com | Video Customer Service for Sprint Relay Wireless users. |

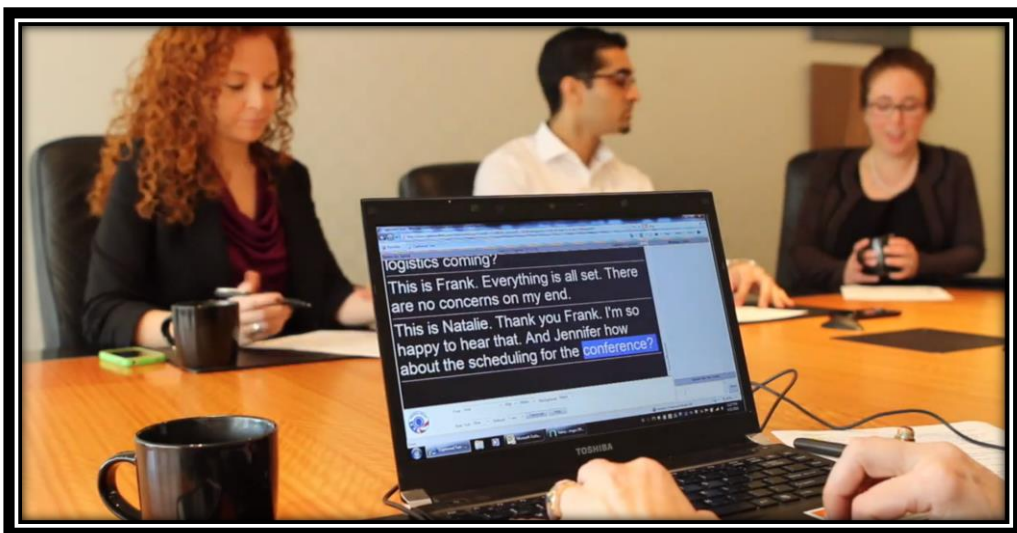


What's New?



➤ Relay Conference Captioning (RCC) for FL Residents!

➤ www.floridarcc.com



Relay Conference Captioning

Enter Your Event ID [Join Event](#)

Home
How to schedule a call
Book an event now
About RCC
Ordering transcripts
View the Demo
Contact Us
Help/FAQ

You're one click away from using Relay Conference Captioning (RCC)
How, Deaf and Hard-of-Hearing individuals can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls with Relay Conference Captioning (RCC) through Florida Relay provided by Sprint.

Using the same high-quality captioners that produce closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet connection is not required.

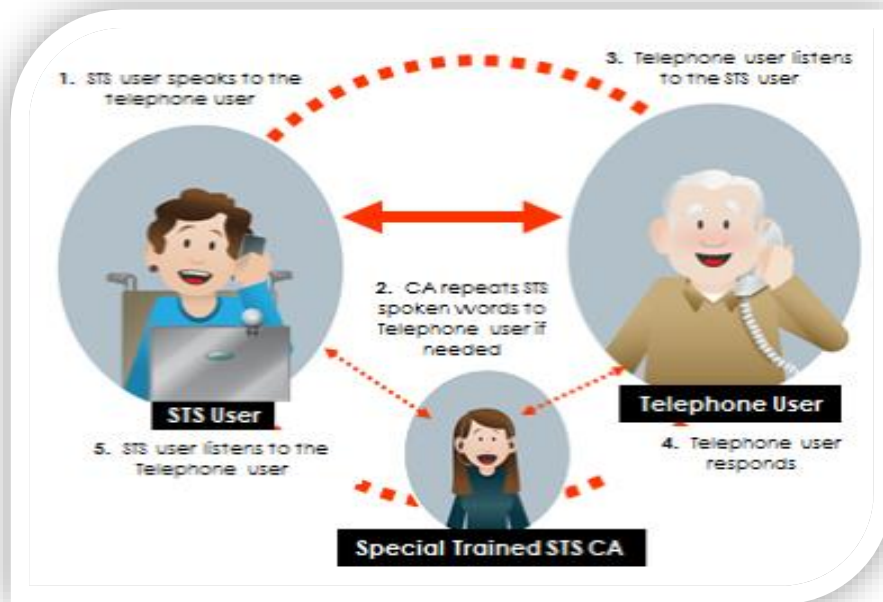
[How does it work?](#)

The benefits of RCC

- This service is for use by people in Florida
- May reserve your live captioner in advance
- Can be used at any computer with Internet access
- RCC conference calls can be much shorter in duration than traditional relay service
- Can receive a text transcript of the conversation for your records

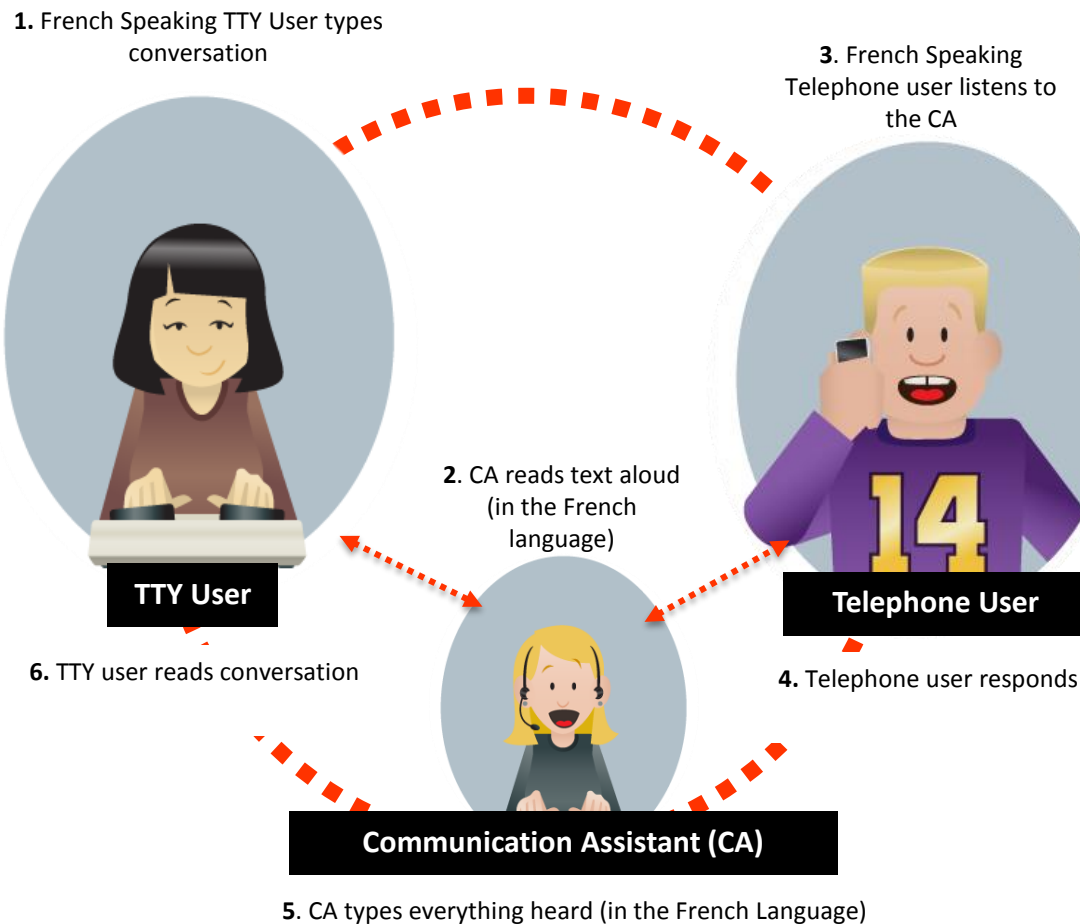
What's New? (continued)

➤ Video Assisted Speech to Speech



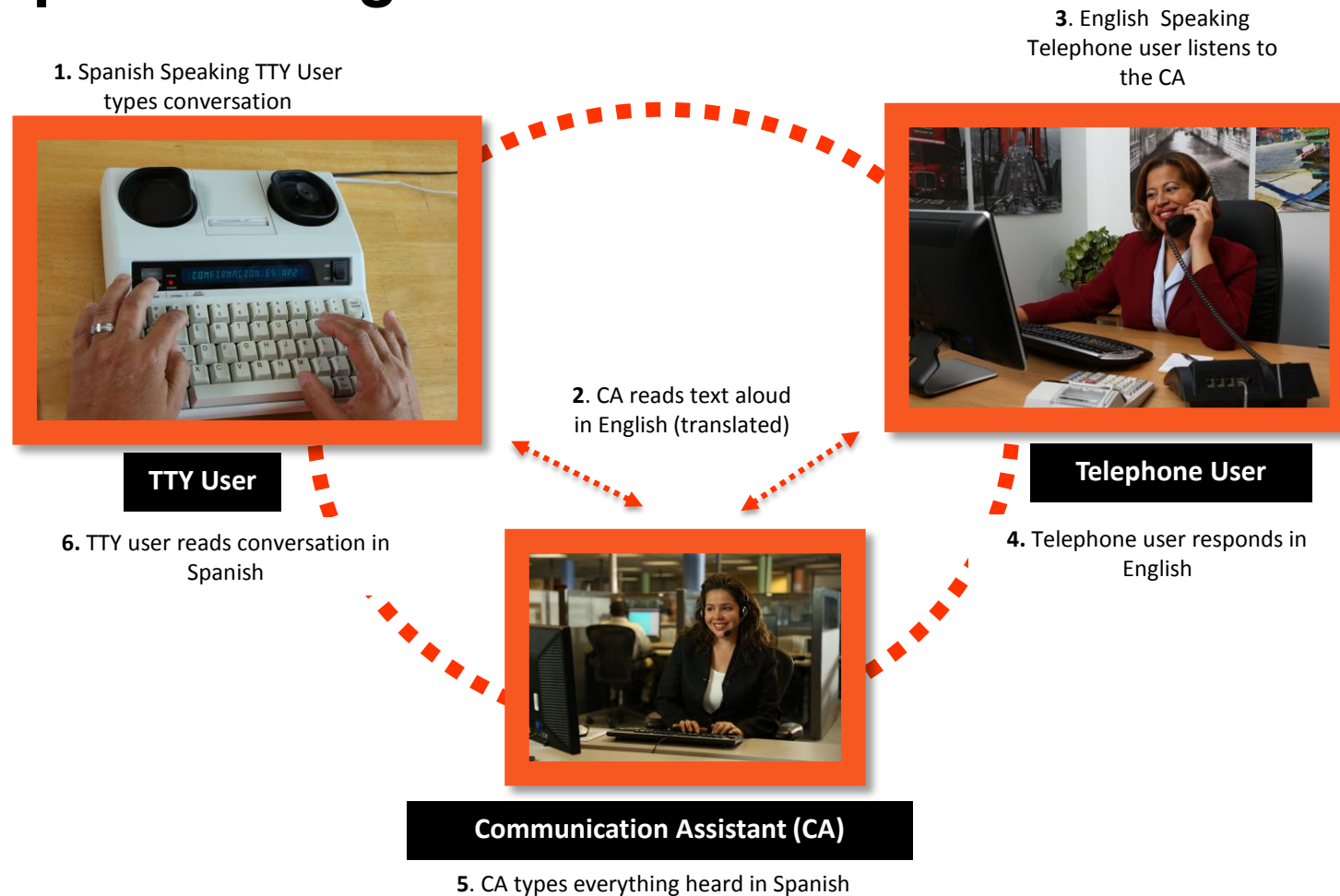
What's New? (continued)

➤ French to French



What's New? (continued)

➤ Spanish to English



Operational Updates

CAs meet necessary requirements including:

Competent Skills

How Sprint Complies:

- ✓ Pre-Employment Screening
- ✓ Written Testing
- ✓ Internal Test Programs
- ✓ Validation using Third-Party Testing

Confidentiality

How Sprint Complies:

- ✓ Relay Code of Ethics
- ✓ Annual training and compliance
- ✓ Detailed Confidentiality Policy
- ✓ 24/7 Corporate Security

Ethics

How Sprint Complies:

- ✓ Corporate Code of Conduct
- ✓ Whistleblower Protection
- ✓ Annual Training and Compliance
- ✓ Ethics Helpline

Typing 60 WPM

How Sprint Complies:

- ✓ Gold Star CAs
- ✓ Experienced Evaluator
- ✓ Comprehensive Approach
- ✓ Sprint's Proven Record



Operational Updates

- Performance-Management expectations focus on four key areas:
 - Ensuring clear expectations have been set
 - Defining priorities tying them to business goals
 - Giving coaching and feedback about work performance
 - Providing attention to skill development and career aspirations



Unbiased Tests

- Written Tests
- Auditory Typing Tests
- Remote Monitoring of Live Calls
- Internal Test Call Program



Outline of Outreach Requirements

In cooperation with FTRI:

- **\$25,000 Outreach Budget**
- **Attend TASA Meeting 2x Annually**
- **Provided FTRI with 10 Tablets (iPads)**
- **Provide Survey for FTRI website**
- **Sprint will provide free 840 Plus CapTel equipment to FTRI and End Users**
- **Annual CapTel Television Advertisement campaign**
- **15-20 Outreach Events Annually (at no charge) Including:**
 - **Provide schedule of events to FTRI for Calendar Updates**
 - **Presentations to Service Providers**
 - **Exhibits, Tradeshows, Conventions**
 - **One on One training sessions**
 - **Town Hall Meetings**
 - **Consumer Social Events**



Outreach Efforts

- **Attended Deaf Awareness Day in Tallahassee, FL on March 10, 2015**
- **Provided website content updates for FTRI's website**
- **Provided new advertisement design to FTRI for ad placement**
- **Worked with FTRI on updating brochure information/providing feedback**
- **Sprint was present at the DeafNation Event in Orlando, FL on March 21, 2015**
- **12 Events attended by Outreach Experts Incorporated (OEI) across the State of Florida (focus on Captioned Telephone products & installation) since March 1, 2015**



Ad about Florida CapTel Service



Stay connected to your friends and family with a free captioned telephone.

- A captioned telephone phone allows you to **hear** and **read** everything said by the person on the other line.
- Must be a Florida resident with a certified hearing loss.
- For more information to see if you qualify for a free captioned telephone:
Call **800-222-3448**.

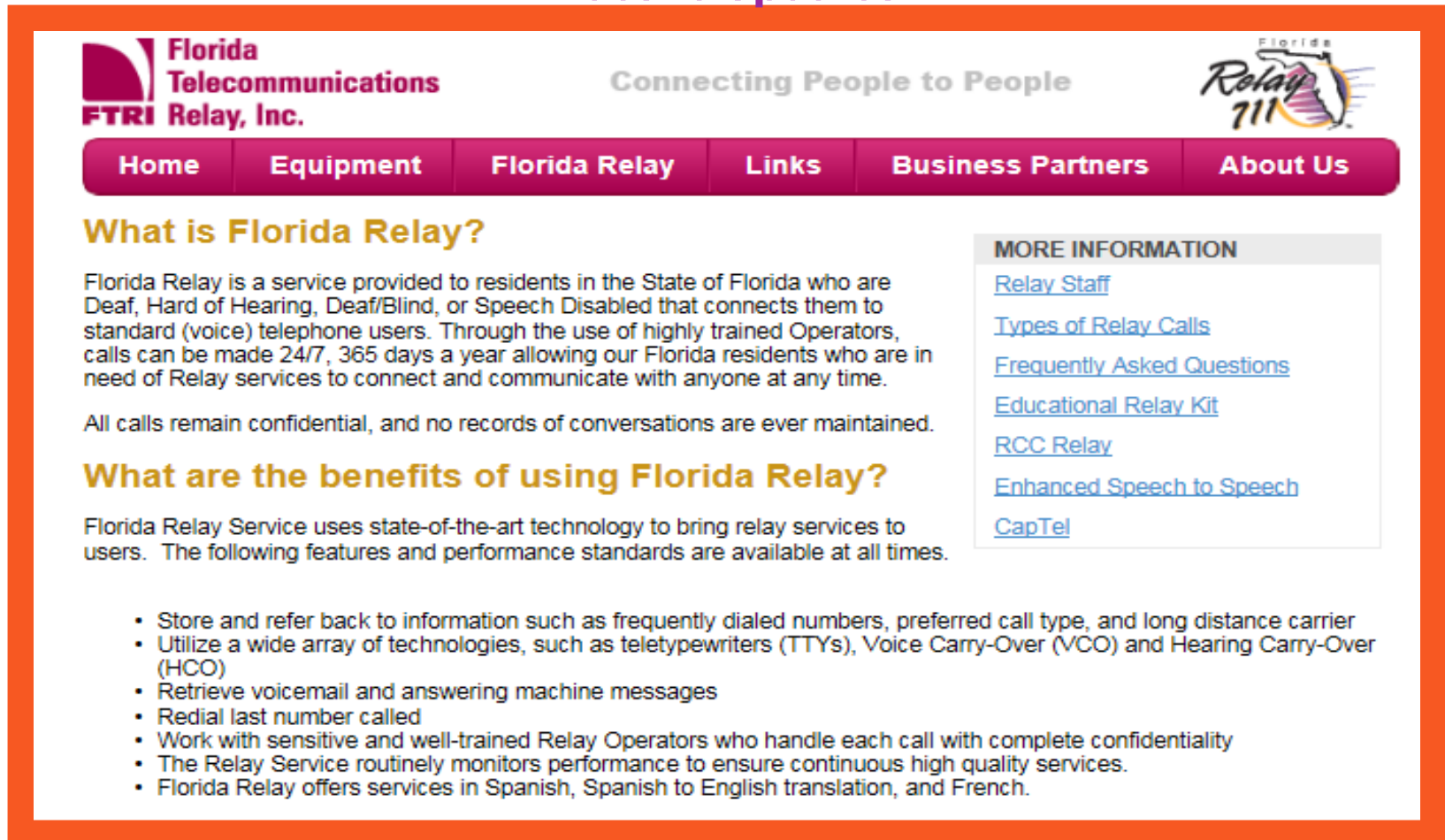
Florida Relay 711

Florida Telecommunications FTRI Relay, Inc.

620 1-45 PM
[CapTel CAP 03402] (Tone)
Mingy 1 2 3 (T) Hello only is
Alan Jo Becca I am glad that you
called because I am wondering if
you could go to the copy center
you list the annual report. Alright
Yes we are all set

Partnership with FTRI

Website Updates!



The screenshot shows the Florida Relay website homepage. At the top left is the logo for Florida Telecommunications FTRI Relay, Inc. with the tagline "Connecting People to People". At the top right is the Florida Relay 711 logo. Below the logos is a navigation menu with buttons for Home, Equipment, Florida Relay, Links, Business Partners, and About Us. The main content area features a heading "What is Florida Relay?" followed by a paragraph describing the service. To the right of this text is a "MORE INFORMATION" sidebar with links to Relay Staff, Types of Relay Calls, Frequently Asked Questions, Educational Relay Kit, RCC Relay, Enhanced Speech to Speech, and CapTel. Below the main text is another heading "What are the benefits of using Florida Relay?" followed by a list of seven bullet points detailing service features.

Florida Telecommunications FTRI Relay, Inc. Connecting People to People

Florida Relay 711

Home Equipment Florida Relay Links Business Partners About Us

What is Florida Relay?

Florida Relay is a service provided to residents in the State of Florida who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled that connects them to standard (voice) telephone users. Through the use of highly trained Operators, calls can be made 24/7, 365 days a year allowing our Florida residents who are in need of Relay services to connect and communicate with anyone at any time.

All calls remain confidential, and no records of conversations are ever maintained.

What are the benefits of using Florida Relay?

Florida Relay Service uses state-of-the-art technology to bring relay services to users. The following features and performance standards are available at all times.

- Store and refer back to information such as frequently dialed numbers, preferred call type, and long distance carrier
- Utilize a wide array of technologies, such as teletypewriters (TTYs), Voice Carry-Over (VCO) and Hearing Carry-Over (HCO)
- Retrieve voicemail and answering machine messages
- Redial last number called
- Work with sensitive and well-trained Relay Operators who handle each call with complete confidentiality
- The Relay Service routinely monitors performance to ensure continuous high quality services.
- Florida Relay offers services in Spanish, Spanish to English translation, and French.

MORE INFORMATION

- [Relay Staff](#)
- [Types of Relay Calls](#)
- [Frequently Asked Questions](#)
- [Educational Relay Kit](#)
- [RCC Relay](#)
- [Enhanced Speech to Speech](#)
- [CapTel](#)

OEI Events March 2015

| | | |
|----------------|-------------------|---|
| March 2, 2015 | Delray Beach, FL | Senior Lifestyle and Healthcare Expo |
| March 3, 2015 | Lake Worth, FL | Villagio of Lake Worth Health and Wellness Expo |
| March 6, 2015 | Delray Beach, FL | 8th Annual Health Fair |
| March 7, 2015 | Parkland, FL | Heron Bay of Parkland Home and Leisure Expo |
| March 7, 2015 | Bradenton, FL | Hearing Loss Association of America Hearing Tech Expo |
| March 12, 2015 | Delray Beach, FL | Valencia Palms of Delray Beach Health & Wellness Expo 55+ |
| March 14, 2015 | Weston, FL | Savanna of Weston Family Health and Wellness Expo |
| March 18, 2015 | Delray Beach, FL | Delray Beach Health and Wellness Expo |
| March 20, 2015 | Boynton Beach, FL | Health and Business Expo |
| March 28, 2015 | Boynton Beach, FL | Lakeridge Green Health and Wellness Event |
| March 31, 2015 | Delray Beach, FL | Young at Heart |
| April 7, 2015 | Sunrise, FL | Rise and Shine with Sunrise |



Future O/EI Events

| | | |
|-----------------------|-------------------|--|
| April 18-19, 2015 | Jacksonville, FL | Jacksonville Women Expo |
| April 25-26, 2015 | Punta Gorda, FL | Punta Gorda Home Show |
| May 13-14, 2015 | Jacksonville, FL | Jacksonville Senior Expo |
| May 14-16, 2015 | Miami, FL | AARP |
| May 31, 2015 | Miami, FL | Casa Latina Home Expo |
| June 10, 2015 | Parkland, FL | Aston Gardens Health and Wellness Expo |
| August 28-30, 2015 | Daytona Beach, FL | Volusia County Home and Garden Show |
| September 25-27, 2015 | Fort Myers, FL | Fort Myers Home Show |
| October 19, 2015 | Boynton Beach, FL | Cascades of Boynton Beach Health and Wellness Expo |
| October 10-11, 2015 | Punta Gorda, FL | Punta Gorda Home Show |
| October 24-25, 2015 | Naples, FL | Naples Home Show |
| November 7, 2015 | Jacksonville, FL | Walk 4 Hearing |



Future Outreach Efforts

- **CapTel TV Advertisement March 30th – May 29th, 2015 in Orlando, Jacksonville and Ft. Myers TV Markets.**
- **Potential for Social Media (Facebook)**
- **Work with the following potential organizations for events:**
 - **Florida Association for the Deaf**
 - **Florida Deaf Blind Association**
 - **Hearing Loss Association of America, Florida**
 - **Central Florida Speech & Hearing Center**



Thank You!

Any Questions??



