



*The Status of the  
Telecommunications Access System Act of 1991*

The Florida Public Service Commission

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PREPARED BY

The Florida Public Service Commission

Division of Regulatory Analysis



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## TERMS AND ACRONYMS

**Administrator.** A nonprofit corporation<sup>1</sup> created by the local exchange telephone companies pursuant to Commission Order No. 24462, dated May 1, 1991. This nonprofit corporation was created in June 1991 and is known as the Florida Telecommunications Relay, Inc. (FTRI). The FTRI has three basic roles: (1) to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider,<sup>2</sup> (2) to distribute and maintain specialized telecommunications devices,<sup>3</sup> and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.<sup>4</sup> FTRI's office is located in Tallahassee.

**Advisory Committee.** A group of up to ten individuals recommended by various organizations representing both the telephone industry and individuals with hearing, speech, or dual sensory impairment.<sup>5</sup> The advisory committee's role is to provide input to both the Florida Public Service Commission (FPSC) and the Administrator on the development and operation of the Telecommunications Access System. The advisory committee has been actively involved in the implementation of Telecommunications Access System Act since May 1991 and meets with the Commission staff regularly.

**ARS (Audible Ring Signaler).** A signaler with a ring volume up to 95 decibels which rings when the telephone rings. When the ringer is turned off, a light will still flash when the phone rings.

**ASCII.** The American Standard Code for Information Interexchange employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher. Baud rate is a measure of how fast data is moving between instruments that use serial communication. The standard ASCII character set consists of 128 decimal numbers ranging from 0 through 127 assigned to letters, numbers, punctuation marks, and the most common special characters. Computers use ASCII code, while most telecommunication devices for the deaf use Baudot which has a fixed baud rate of 45.5.

**Baudot.** A seven bit code, only five of which are information bits. Baudot is used by some text telephones to communicate with each other at a 45.5 baud rate.

**CA.** A Communications Assistant translates or interprets conversation between two or more end users of telecommunications relay service. CA supersedes the term "TDD operator."

**CapTel.** A captioned telephone service which uses a telephone that looks similar to a traditional telephone but also has a text display that allows the user, on one standard telephone line, to listen to the other party speak and simultaneously read captions of what the other party is saying.

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<sup>1</sup> 427.704(2), Florida Statutes

<sup>2</sup> 427.705(1)(d)&(g), Florida Statutes

<sup>3</sup> 417.705(1)(a), Florida Statutes

<sup>4</sup> 427.705(1)(a)-(b), Florida Statutes

<sup>5</sup> 427.706, Florida Statutes

**COC.** Carrier of Choice.

**Dialogue RC 200.** A phone which has voice activated answering, designed for people with any degree of mobility and dexterity loss.

**FCC.** Federal Communications Commission.

**FPSC or Commission.** The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system.<sup>6</sup>

**FTRI.** The Florida Telecommunications Relay, Inc., which is the nonprofit corporation formed to serve as the Telecommunications Access System Act Administrator.

**HCO.** Hearing Carry Over is a form of relay service in which the person with the speech disability is able to listen to the other end user and, in reply, the CA speaks the text as typed by the person with the speech disability.

**IP CTS.** Internet Protocol Captioned Telephone Service. IP CTS allows a person who can speak and who has some residual hearing to simultaneously listen to what is said over the telephone and read captions of what the other person is saying. An Internet connection carries the captions between the relay provider and the user.

**Internet Protocol (IP) Relay.** Allows people who have difficulty hearing or speaking to communicate with anyone in the world through an Internet connection using a computer and the Internet, rather than with a TTY and a standard telephone line.

**Jupiter Speaker Phone.** A speaker phone which provides hands-free telephone access and accommodates speech-impaired, hearing-impaired, and mobility-impaired individuals.

**NECA.** National Exchange Carrier Association is the national fund administrator for the interstate telecommunications relay service fund.

**Provider.** The entity that provides relay service.<sup>7</sup>

**TASA.** Telecommunications Access System Act of 1991.

**TDD.** The Telecommunications Device for the Deaf is a type of machine that allows people with hearing or speech disabilities to communicate over the phone using a keyboard and a viewing screen.

**TeliTalk.** The TeliTalk speech aid is specifically designed to meet the needs of approximately 3,000 speech impaired people in Florida who have had laryngectomies. The TeliTalk Speech Aid is a telephone unit with an electro-larynx device attached and is

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<sup>6</sup> 427.704(1), Florida Statutes

<sup>7</sup> 427.704(3)(a), Florida Statutes



operated just like any other speech aid, allowing for a variety of neck placements and oral straw use.

**TRS.** (1) The Tactile Ring Signaler for deaf/blind people is a signaler which vibrates to let the individual know when the telephone is ringing. (2) Telecommunications Relay Service.

**TTY.** A Text Telephone is a machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system. TTY supersedes the term "TDD" or "telecommunications device for the deaf."

**Turbo Code.** A feature that allows for enhanced transmission and the capability to interrupt during transmission during relay calls on text telephones. Turbo Code is an enhanced TTY protocol which has a higher data rate than regular Baudot protocol and is in full ASCII compliance.

**Tykriphone.** A hands-free speakerphone which accommodates speech-impaired and mobility-impaired individuals.

**VCO.** Voice Carry Over is a form of TRS in which the person with the hearing disability is able to speak directly to the other end user. The CA types the response back to the person with the hearing disability. The CA does not voice the conversation.

**VCP.** The Volume Control Phone is a phone for the hearing or speech impaired which amplifies the incoming voice from 0 to 40 decibels.

**VRS.** (1) A Visual Ring Signaler is a signaler which connects to a lamp and makes the light flash on and off when the telephone rings. (2) Video Relay Service is a telecommunications relay service that allows people with hearing or speech disabilities and who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and then relay the conversation back and forth with a voice caller.

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## EXECUTIVE SUMMARY

Chapter 427, Florida Statutes, established the Telecommunications Access System Act of 1991 (TASA). Section 427.704, Florida Statutes, requires the Florida Public Service Commission (FPSC or Commission) to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission's Internet website.

According to the Florida Coordinating Council for the Deaf and Hard of Hearing, nearly three million deaf, hard-of-hearing, deaf-blind, and speech-impaired citizens live in Florida.<sup>8</sup> Florida is the fourth largest state in the U.S. and has the second highest percentage of population who are deaf, hard of hearing, or deaf-blind.<sup>9</sup> To meet the needs of these Florida citizens, the state legislature established a telecommunications access system to provide equitable basic access to the telecommunications network for individuals who are hearing impaired, speech impaired, or dual sensory impaired.

Pursuant to TASA, the Commission is responsible for establishing, implementing, promoting, and overseeing the administration of a statewide telecommunications access system to provide access to telecommunications relay services by people who are hearing or speech impaired and those who communicate with them. To that end, the FPSC directed the local exchange companies (LECs) to form a not-for-profit corporation, known as Florida Telecommunications Relay, Inc. (FTRI). Under oversight by the FPSC, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the hearing, speech, and dual sensory impaired and for outreach in the most cost-effective manner.

The tables below provide a statistical summary of the status of the Telecommunications Access System. More detailed information regarding the financial status of the program is in Appendix A of this report. Table 1 shows the Florida relay revenues and expenses for the 2009-2010 fiscal year.

In 1993, the FCC named the National Exchange Carrier Association, Inc. (NECA) as national fund administrator for the interstate TRS fund. NECA has been tracing Video Relay Service (VRS) and Internet Protocol Relay (IP Relay) terminating minutes by state since July 2005 in anticipation of the FCC requiring states to assume the intrastate costs associated with VRS and IP Relay. A proposed FCC rule would require the states to fund the intrastate portion of VRS, IP Relay, and Internet Protocol Captioned Telephone Service (IP CTS), causing Florida to absorb an estimated additional \$31-32 million in relay costs just for VRS and IP Relay. IP CTS is a new service with no cost data available to NECA at this time. This proposed FCC rule is discussed further in Section V.

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<sup>8</sup> 2009 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

<sup>9</sup> 2007 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

**Table 1. FTRI Financial Report**

<b>Account</b>	<b>7/01/09 – 6/30/10</b>
Total Revenue	\$10.4 million
Relay Services Expense	\$ 6.1 million
Equipment and Repairs	\$ 2.2 million
Equipment Distribution	\$ 1.1 million
Outreach	\$ 0.8 million
Administrative Expense	\$ 1.2 million
Revenue less Expenses	(\$ 1.0 million)

Table 2 shows the amount of equipment distributed from July 1, 2001 through June 30, 2010. The decrease in the number of units distributed since 2005 is due to the increased use of Internet relay services such as VRS, IP Relay, IP CTS, and an increase in the use of wireless services, all of which the current TASA statute does not provide funding for. VRS, IP Relay, and IP CTS are presently federally funded through monies collected through the Interstate TRS Fund by NECA, based on interstate end-user revenues of carriers.

**Table 2. FTRI Equipment Distribution History\***

<b>Fiscal Year</b>	<b>Total Items Distributed</b>	<b>Average Per Month</b>
7/1/01 - 6/30/02	54,499	4,542
7/1/02 - 6/30/03	60,302	5,025
7/1/03 – 6/30/04	69,500	5,791
7/1/04 – 6/30/05	76,197	6,349
7/1/05 – 6/30/06	56,370	4,697
7/1/06 – 6/30/07	41,337	3,445
7/1/07 – 6/30/08	37,627	3,136
7/1/08 – 6/30/09	36,044	3,004
7/1/09 – 6/30/10	38,680	3,223

*\*The predominant single piece of equipment distributed is the volume control telephone for the hearing impaired.*

Table 3 reflects the number of new recipients receiving equipment and training for the 2009-2010 fiscal year.

**Table 3. New Recipients of Equipment and Training**

Type of Recipient	7/01/09 – 6/30/10
Deaf	70
Hard of Hearing	17,923
Speech Impaired	161
Dual Sensory Impaired	31
<b>Total</b>	<b>*18,185</b>

*\*The number of new recipients is lower than the amount of distributed new equipment referenced in Table 2 because a significant number of recipients received more than one piece of equipment. In most circumstances, clients are allowed to have two pieces of equipment on loan through the program. Margin of error  $\pm 1\%$ .*

Table 4 provides a historical view of the TASA surcharge collected from each local exchange telecommunications company subscriber's basic telecommunications access line since July 1, 1999.

**Table 4. TASA Surcharge History**

Fiscal Year	Customer Surcharge
07/01/99 - 06/30/00	\$0.09/access line/month
07/01/00 - 06/30/01	\$0.08/access line/month
07/01/01 - 06/30/02	\$0.12/access line/month
07/01/02 - 06/30/03	\$0.08/access line/month
07/01/03 - 02/28/04	\$0.12/access line/month
03/01/04 - 6/30/04	\$0.13/access line/month
07/01/04 - 6/30/07	\$0.15/access line/month
07/01/07 - Present	\$0.11/access line/month

Additional statistical information is contained in the appendices to this report. Appendix A (pages 20-21) provides the approved budget and actual expenses for FTRI for the fiscal year 2009-10 and the approved budget for fiscal year 2010-11. Appendix B (pages 22-45) is FTRI's annual report to the Commission that contains information on the

equipment distribution program and audited financial statements for FTRI. Appendix C (pages 46-54) contains usage information on the various relay services compiled from Sprint's monthly reports.

## **I. RECENT DEVELOPMENTS OF THE TELECOMMUNICATIONS ACCESS SYSTEM**

Sprint Communications Company, L.P. (Sprint) has been the relay service provider for Florida since June 2000. Based on evaluations of the responses to the FPSC's Request for Proposal (RFP) issued in 2004, Sprint was awarded a new contract beginning June 1, 2005, for a three-year period with four one-year extensions upon mutual agreement between Sprint and the Commission. The RFP was issued to receive bids to make Florida Relay Service compliant with both the Florida Telecommunications Access System Act and the federal Americans with Disabilities Act.

Sprint is required to notify the FPSC of its decision whether to extend the relay contract into the option period by June 1 of the year before the current service expires. On May 3, 2010, Sprint notified the Commission of its desire to extend the contract for the option year beginning June 1, 2011. In accordance with the pricing caps agreed to during negotiations of the 2008-2009 contract, Sprint submitted rates for traditional TRS and CapTel captioning service for the fourth and final option year of the contract. These rate caps translated into 2011-2012 contract rates of \$0.89 per session minute for traditional TRS and \$1.54 per session minute for CapTel captioning service. Existing contract rates through May 2011 are \$0.85 per session minute for traditional TRS and \$1.47 per session minute for CapTel captioning service.

The FPSC surveyed other states to determine what other relay programs were paying for their services. The survey results showed that Florida's TRS rates are below the average TRS rates being paid by other states. On June 15, 2010, the Commission approved the fourth year final contract option with Sprint using the negotiated rates of \$0.89 per session minute for traditional TRS and \$1.54 per session minute for CapTel captioning service for the 2011-2012 contract option year.

By Order No. PSC-10-0152-PAA-TP, issued March 15, 2010, the FPSC removed the unrestricted roaming and guest options from the CapTel program as was recommended by the TASA advisory committee at the November 12, 2009 committee meeting. Florida will no longer be billed for any minutes when the CapTel phone is used outside the State of Florida. This action will save Florida consumers over \$240,000 per year.

By Order No. PSC-10-0295-PAA-TP, issued May 7, 2010, in Docket No. 040763-TP, the Commission approved a Fiscal Year 2010-2011 budget of \$13,152,608 for FTRI, the administrator of the Florida relay program. This new budget allows the Commission to maintain the TRS surcharge at \$0.11 per month for the fiscal year 2010-2011, effective July 1, 2010.

## II. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT

To be in compliance with Section 427.704(9), Florida Statutes (F.S.), which requires the FPSC to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission’s Internet website, the Relay Administrator must file a report annually with the Commission by November 1 and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required for telecommunications services to the hearing impaired, speech impaired, and dual-sensory impaired, and also provides outreach and educational programs for Florida Relay Services. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI’s programs and the relay system. FTRI and its 29 regional distribution centers conducted 1,190 outreach activities and signed up 44 new businesses as Relay Friendly Business Partners<sup>10</sup> during the last fiscal year.

Table 5 provides a listing of professionals involved with the certification of client applications for the 2009-2010 equipment distribution program, and Table 6 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. In accordance with Section 407.702, F.S., FTRI, along with 29 regional distribution centers, loans this equipment to qualified deaf, hard of hearing, or speech impaired individuals at no charge for as long as they need it. To receive this equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a Regional Distribution Center in their area.

**Table 5. 2009-2010 Eligibility Certifiers**

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	8,443
Audiologist	5,219
Hearing Aid Specialist	3,232
Licensed Physician	1,011
State Certified Teacher	2
State Agency	26
Speech Pathologist	194
Federal Agency	58
<b>Total</b>	<b>18,185</b>

<sup>10</sup> Forty-four businesses signed up as “Relay Friendly” partners and were given access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf-blind, or speech impaired. Information about both Florida Relay and FTRI has been made available to over 2,061 employees with those businesses.



**Table 6. Equipment Distributed by FTRI**

<b>Equipment Distributed by FTRI</b>	<b>Units Distributed 7/1/08 - 6/30/09</b>	<b>Units Distributed 7/1/09 - 6/30/10</b>
1. Volume Control Telephones for Hearing Impaired (VCP)	30,869	33,949
2. Audible Ring Signalers (ARS)	2,452	2,007
3. Visual Ring Signalers (VRS)	959	880
4. Telecommunications Devices for the Deaf (TDD)	247	163
5. Braille phones, in-line amplifiers, tactile ring signalers, Tykriphones, Dialogue RC 200 units, voice-carry-over phones with large visual displays (CapTel), volume control phones for the speech impaired, Uniphone 1140 units, and voice-carry-over phones.	1,517	1,681
<b>Total</b>	<b>36,044</b>	<b>38,680</b>

### III. RELAY CALLING VOLUME

June 1992 was the first month of operation for the relay service, and call volumes have fluctuated since that time. As can be seen in Table 7 below, traditional Relay minutes of use have been declining while CapTel minutes of use have been increasing. In July 2009, there were 242,080 billable minutes of use for traditional relay calls, but in June 2010, the number of billable minutes of use declined to 233,163. Much of the decline is attributed to users changing to IP Relay, VRS, IP CTS, and wireless devices which are currently federally funded through the Interstate TRS Fund.

Traditional relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$0.85 per minute, CapTel service has a cost of \$1.47 per minute because of its specialized service.<sup>11</sup> CapTel minutes of use for July 2009 were 205,734, while for June

<sup>11</sup> When using CapTel service, the captioned telephone user dials the number he or she wishes to call. The user is automatically connected to a captioned telephone relay operator at the TRS facility. The specialized TRS facility equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The captioned telephone user does not need to dial an 800 or 711 exchange to reach the TRS facility and set up the call, nor is there any interaction with the relay operator (by either party to the call). The relay operator, instead of typing what the called party says, repeats what the called party says into a computer and voice recognition technology automatically transcribes it from the relay operator's voice into text, which is then transmitted directly to the user. The

2010, the minutes of use increased to 210,506. Florida distributes up to 100 CapTel instruments per month. CapTel minutes of use are expected to increase as the number of CapTel instruments distributed increases and as existing CapTel users become more experienced in operating their CapTel phone.

**Table 7. Traditional Relay and CapTel Service Minutes of Use**

<b>Traditional Relay and CapTel Minutes of Use July 2009 – June 2010</b>		
<b>Month</b>	<b>Traditional Relay Minutes</b>	<b>CapTel Minutes</b>
Jul	242,080	205,734
Aug	255,382	214,711
Sep	237,748	209,079
Oct	239,075	230,274
Nov	234,559	227,888
Dec	242,358	236,006
Jan	250,365	247,738
Feb	228,894	221,753
Mar	239,192	239,608
Apr	236,528	231,051
May	219,550	221,632
Jun	233,163	210,506

#### **IV. ADVISORY COMMITTEE**

In accordance with Section 427.706, Florida Statutes, TASA establishes an advisory committee to advise the Florida Public Service Commission and FTRI concerning the Telecommunications Access System. The advisory committee provides the expertise, experience, and perspective of people who are hearing impaired or speech impaired to the Commission and to the FTRI regarding the operation of the telecommunications access system. The committee also advises the Commission and the Administrator on any matter relating to the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. Members of the committee are not compensated for their services but are entitled to per diem and travel expenses for travel to committee meetings. The

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use of voice recognition technology allows the captions to appear on the captioned telephone nearly simultaneously with the called party's spoken words. Throughout the call, the relay operator is completely transparent and does not participate in the call by voicing any part of the conversation.

advisory committee can consist of up to ten individuals. The following table shows the current members of the TASA advisory committee.

**Table 8. TASA Advisory Committee**

<b>Recommending Organization</b>	<b>Name of Member</b>
Florida Coordinating Council for the Deaf and Hard of Hearing	Chris Littlewood
Center for Hearing and Communication	Kim Schur
Florida Association of the Deaf, Inc.	Jonathan Ziev
Florida Deaf/Blind Association	Cheryl Rhodes
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	Maryrose Sirianni, local telecommunications company representative Demetria G. Clark, long distance telecommunications company representative
Hearing Loss Association of America Florida	Richard Herring
Florida Association of the Deaf, Inc.	Louis J. Schwarz

TASA Advisory Committee Meeting - April 23, 2010

At the April 23, 2010 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2010-2011 budget, Florida Relay traffic trends, service quality testing, and CapTel service. The TASA advisory committee was updated on the FCC's proposed rulemaking to have states incur the intrastate costs of VRS and IP Relay, and the financial impact rulemaking would have on the Florida Relay program. The TASA advisory committee was informed that staff filed a recommendation that morning for the Commissioner's consideration at the May 4, 2010 Agenda conference. The recommendation addressed FTRI's FY 2010-2011 budget and recommended that the TASA surcharge be maintained at \$0.11 per month for the 2010-2011 budget year.

The committee was also notified that by Order No. PSC-10-0152-PAA-TP, issued March 15, 2010, the FPSC removed the unrestricted roaming and guest options from the CapTel program as was recommended by the advisory committee at the November 12, 2009 committee meeting. Florida will no longer be billed for any minutes when the CapTel phone is used outside the State of Florida. This action will save Florida consumers over \$240,000 per year.

Sprint reviewed the volume of TRS calls it handles and noted that over the last year the volume of traditional TRS calls had been decreasing due to the popularity of VRS and IP Relay. Sprint informed the TASA advisory committee that CapTel service continued to grow at a steady pace with current monthly average minutes of use of 99,365, an increase of approximately 14,000 minutes of use per month. Sprint believes the use of CapTel service will continue to grow in Florida. In 2010, Sprint presented and reviewed CapTel products and services at the “Government Day” event at the Villages, the Hearing Loss Association Treasure Coast meeting, the Resource and Technology Fair in Plantation, the Hearing Loss Association Sun City Chapter meeting, the Hearing Loss Association Sarasota Chapter meeting, and the DeafNation Expo in Tampa.

FTRI made a presentation on its FY 2010-2011 budget. The FTRI Board of Directors approved a recommendation to maintain the current surcharge level of \$0.11 per access line for the next fiscal year. FTRI noted that the number of access lines of local exchange companies continues to decrease and calculated an additional 6.55 percent decrease for this next fiscal year.<sup>12</sup> As of February 2010, FTRI had over 424,000 individuals in its client database. Outreach continues to be a large part of FTRI’s efforts. IT is planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida. FTRI will continue to open additional regional distribution centers throughout the state with the goal of serving more people. FTRI will continue to expand outreach efforts to include broadcast television advertising as well as print media with local newspapers and other publications.

#### TASA Advisory Committee Meeting – November 19, 2010

At the November 19, 2010 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI equipment distribution services and outreach activities, Florida Relay current call volumes for TRS and CapTel, and TRS service quality testing. The TASA advisory committee was advised that the Chair of the Florida Coordinating Council for the Deaf and Hard-of-Hearing nominated Mr. Chris Littlewood as a new TASA committee member, and that staff would be filing a recommendation for the approval on November 16, 2010 for consideration by Commissioners at the November 30, 2010 Agenda conference. The committee was updated on the FCC’s proposed rulemaking to have states incur the intrastate costs of VRS and IP Relay, and the financial impact rulemaking would have on the Florida Relay program.

There was a discussion of the new 21<sup>st</sup> Century Communications and Video Accessibility Act of 2010, which was signed into law by the President on October 8, 2010. The Act revised the definition of TRS to include deaf-blind citizens. The Act also provides that up to \$10 million of federal money will be used to purchase equipment used

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<sup>12</sup> In accordance with Section 427.704(4)(a)(1), Florida Statutes, the TRS surcharges are only collected from local exchange telecommunications company subscribers on an individual access line basis, except that the surcharge is capped at 25 basic telecommunications access lines per account bill rendered. Although the federal interstate TRS surcharge is levied on landline, wireless, and Internet telecommunications services, the Florida TRS surcharge is not levied on wireless or Internet telecommunications services at this time.

by individuals who are deaf-blind. The committee was advised that the PSC would be submitting comments to the FCC in response to its Public Notice requesting comment on how the \$10 million to be used for deaf-blind equipment should be distributed among states.

Sprint reviewed the volume of TRS calls it handles and noted that over the last year the volume of traditional TRS calls had been decreasing due to the popularity of VRS and IP Relay. Sprint informed the TASA advisory committee that CapTel service showed a slight decrease with current monthly average minutes of use of 87,295, a decrease of approximately 12,000 minutes of use per month. Sprint believes the decrease was due to relay users using web-based CapTel service paid for by the federal TRS fund instead of landline CapTel service. In 2010, Sprint presented and reviewed CapTel products and services at the Jacksonville Senior Expo, the Palm Beach County Association of the Deaf meeting, and the Association of Late-Deafened Adults/Deaf and Hearing Connection for Tampa Bay.

FTRI provided an update on its services and gave an overview of its annual report. In the last fiscal year, FTRI stated that it processed 20,001 customer service calls, and mailed 1,515 applications to individuals requesting equipment. FTRI reviewed its outreach plans to create awareness and telephone independence for Florida's deaf, hard-of-hearing, deaf-blind, or speech-disabled. The relay administrator also reiterated its commitment to promote both the relay and the FTRI equipment program using media, including television and newspaper, and shared proposed television and newspaper ads which it will be using in the future.

## **V. STATE ACTIVITIES**

The Florida TASA surcharge is presently collected from each local exchange telecommunications company subscriber's basic telecommunications access line. Section 427.704(4)(a), Florida Statutes (F.S.), provides that:

The commission shall establish a mechanism to recover the costs of implementing and maintaining the services required pursuant to this part which shall be applied to each basic telecommunications access line. In establishing the recovery mechanism, the commission shall:

1. Require all local exchange telecommunications companies to impose a monthly surcharge on all local exchange telecommunications company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered.
2. Require all local exchange telecommunications companies to include the surcharge as a part of the local service charge that appears on the customer's bill, except that the local exchange telecommunications

company shall specify the surcharge on the initial bill to the subscriber and itemize it at least once annually.

3. Allow the local exchange telecommunications company to deduct and retain one percent of the total surcharge amount collected each month to recover the billing, collecting, remitting, and administrative costs attributed to the surcharge.

Revisions to Chapter 364.02, F.S. during the 2009 legislative session redefined basic and non-basic service. Section 364.02 (1), F.S., now defines “Basic local telecommunications service” as voice-grade, single-line, flat-rate residential, and flat-rate single line business local exchange service that provides services which provide dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multifrequency dialing, and access to the following: emergency services such as 911, all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing.

Section 364.02 (10), F.S., defines “Non-basic service” as any telecommunications service provided by a local exchange telecommunications company other than a basic local telecommunications service, a local interconnection arrangement described in Section 364.16, or a network access service described in Section 364.163. Any combination of basic service along with a non-basic service or an unregulated service is non-basic service.

With the additional language added to the definition of non-basic service, any basic local service line which has at least one vertical feature would now be considered a non-basic line. Since the Florida relay surcharge is only collected from basic telecommunications access lines, a potential funding problem may arise for Florida Relay services. Differing interpretations of basic and non-basic lines could cause the loss of millions of access lines which the TRS surcharge is presently applied to. If Florida relay services face the loss of millions of access lines to which the TRS surcharge applies to, the present TRS surcharge of \$0.11 per month would skyrocket. The statutory rate cap of \$0.25 per line would have to be raised to cover the cost of Florida TRS services or a broader-based funding mechanism would have to be put in place. The twenty-five access line cap per account for the surcharge may also need to be eliminated.

The FCC has traditionally funded the federal TRS fund through landline and wireless providers. In 2007, the FCC added VoIP providers for TRS funding to create a broader-based and more stable TRS funding mechanism. The concern was that as increasing numbers of consumers replace their traditional analog phone service with interconnected VoIP service, fewer overall interstate telecommunications revenues would be available to support TRS.

## FPSC Comments submitted to the FCC

On August 18, 2010, the FPSC submitted comments to the FCC in response to the FCC Notice of Inquiry<sup>13</sup> (NOI) released on June 28, 2010. In this NOI, FCC sought comment on thoughts and proposals for making the VRS program work better for those who could benefit from it and those who pay into it. The FPSC urged the FCC to consider the following points:

- 1) If VRS becomes a mandated service of TRS, it should continue to be funded through the Interstate TRS Fund;
- 2) If state funding of intrastate VRS is mandated, it should not occur until the FCC resolves the fraudulent use of VRS;
- 3) The jurisdictional separation issues in Docket No. WC 04-36 (IP-Enabled Services) must be resolved before determining the jurisdiction and associated funding of VRS;
- 4) If a decision is made to require states to assume intrastate VRS costs, the FCC must allow time for states to make legislative changes; and,
- 5) Mandating VRS as part of the TRS program may eliminate competition for these services in Florida since, by statute, Florida can have only one relay service provider.

On December 15, 2010, the FPSC submitted comments to the FCC in response to the FCC Public Notice<sup>14</sup> (PN) released on November 3, 2010. In this PN, the FCC sought comment on issues related to the FCC's implementation of the requirement for a National Deaf-Blind Equipment Distribution Program (NDBEDP) as set forth in Section 105 of the Twenty-First Century Communications and Video Accessibility Act of 2010 (Accessibility Act).<sup>15</sup> Specifically, the FCC was looking for comments on eligibility, covered equipment, state program options, logistics and criteria for funding support, and oversight and reporting. The FPSC urged the FCC to consider the following points:

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<sup>13</sup> CG Docket No. 10-51, In the Matter of Structure and Practices of the Video Relay Service Program, FCC 10-111.

<sup>14</sup> CG Docket No. 10-210, Released November 3, 2010, Consumer and Governmental Affairs Bureau seeks comment on implementation of requirement to define programs for distribution of specialized customer premises equipment used by individuals who are deaf-blind.

<sup>15</sup> The Accessibility Act, which was signed into law by President Obama on October 8, 2010, requires the FCC to take measures to ensure that people with disabilities have access to emerging communications technologies in the 21st Century. Section 105 of this law directs the FCC to establish rules that define as eligible for relay service support those programs approved by the FCC for the distribution of specialized customer premises equipment designed to make telecommunications service, Internet access service, and advanced communications, including interexchange services and advanced telecommunications and information services, accessible by low income individuals who are deaf-blind.

- 1) Applying the definition of “qualifying low-income customer” as used in the Federal Universal Service Low-Income Program would provide the most efficient means to determine eligibility for the NDBEDP;
- 2) States that operate their own Lifeline/Link-Up programs should be allowed to maintain the flexibility to develop their own certification procedures including acceptable documentation to certify consumer eligibility under an income-based criterion for the NDBEDP;
- 3) Applicants for equipment provided under the NDBEDP should be allowed to qualify by participation in a Lifeline-qualifying program as defined by the states, or provide evidence of income as required by 47 CFR § 54.410;
- 4) The Deaf-Blind Communicator should be included in the list of covered equipment under the NDBEDP;
- 5) State Equipment Distribution Programs should become the primary means of distributing equipment under the NDBEDP;
- 6) The amount of funding per state should not be capped under the NDBEDP;
- 7) State programs approved by the NDBEDP to distribute equipment should be allowed to work within their existing state qualification requirements or criteria; and,
- 8) Records regarding distribution of equipment and certification of equipment users under the NDBEDP should be kept for the preceding three years in addition to maintaining the documentation for as long as the consumer uses the equipment.

## **VI. FEDERAL ACTIVITIES**

Chapter 427, F.S., requires that the relay system be compliant with regulations adopted by the FCC to implement Title IV of the Americans with Disabilities Act. The FCC mandates the minimum requirements for services a state must provide, certifies each state program, and periodically proposes changes in the stipulated services. One such proposed change is the possibility of the states funding the intrastate portion of the cost to provide VRS, IP Relay, and IP CTS services.

On October 8, 2004, the FPSC submitted initial comments to the FCC in response to its Notice of Proposed Rulemaking regarding Telecommunications Relay Services.<sup>16</sup> The FPSC expressed concerns with the proposed rule in terms of the financial impact on the Florida Relay Service program, possible statutory conflicts, and possible adverse impacts on competition between the providers of Florida VRS and IP Relay. An FCC decision regarding the Notice of Proposed Rulemaking is still pending.

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<sup>16</sup> Federal Communications Commission’s Report and Order, Order on Reconsideration, and Further Notice of Proposed Rule Making in CG Docket No. 03-123, released on June 30, 2004.

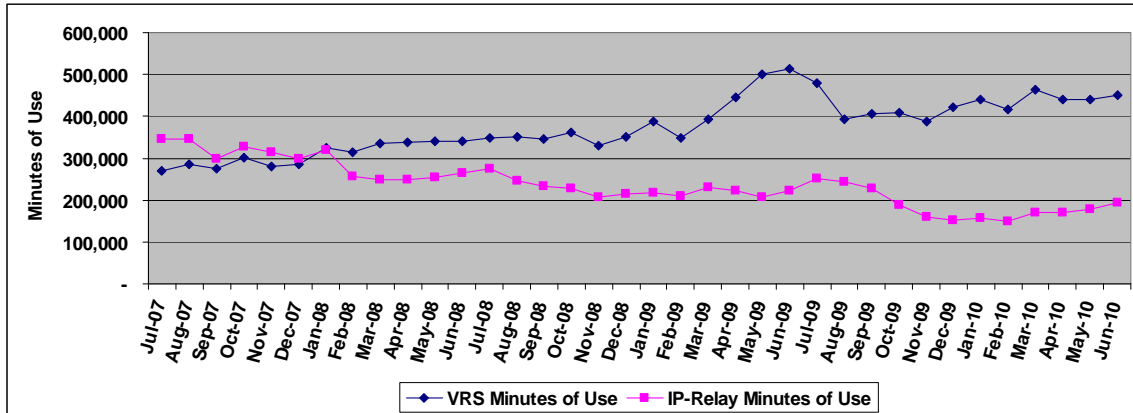


On June 28, 2010, the FCC issued a Notice of Inquiry seeking comment on thoughts and proposals for making the VRS program work better for those who could benefit from it and those who pay into it. Among other issues, the FCC sought comment on whether states should now be required to compensate the intrastate portion of VRS funding. On August 18, 2010, the FPSC submitted comments to the FCC urging it to consider the following points:

1. If VRS becomes a mandated service of TRS, it should continue to be funded through the Interstate TRS Fund;
2. If state funding of intrastate VRS is mandated, it should not occur until the FCC resolves the fraudulent use of VRS;
3. The jurisdictional separation issues in Docket No. WC 04-36 (IP-Enabled Services) must be resolved before determining the jurisdiction and associated funding of VRS;
4. If a decision is made to require states to assume intrastate VRS costs, the FCC must allow time for states to make legislative changes; and,
5. Mandating VRS as part of the TRS program may eliminate competition for these services in Florida since, by statute, Florida can have only one relay service provider.

Presently, interstate and intrastate VRS, IP Relay, and IP CTS services are federally funded through monies collected by the Interstate TRS Fund Administrator, NECA, based on interstate end-user revenues of carriers. The proposed FCC Rule, if adopted, would require the states to fund the intrastate portion of VRS and IP Relay, causing Florida to absorb an estimated additional \$31 million to \$32 million in relay costs. IP CTS intrastate costs would be in addition to this amount, but since it is a new service with no history of minutes of use available at this time, the costs are not known. IP CTS minutes would be reimbursed at the rate of \$1.70 per minute. VRS minutes are presently being reimbursed using a three-tiered rate: 0-50,000 minutes per month at \$6.24 per minute; 50,001-500,000 minutes per month at \$6.23 per minute; and over 500,000 minutes per month at \$5.07 per minute. IP Relay minutes are presently being reimbursed at \$1.30 per minute. As shown in Table 9, the Florida IP Relay minutes of use showed a slight downward trend, while VRS minutes of use showed a sharp upward trend over the last 36 months.

**Table 9. VRS and IP Relay Minutes of Use**



FCC TRS Orders Released in 2010

- By DA 10-314, released February 25, 2010, the FCC issued a Declaratory Ruling to reaffirm the FCC’s rules and policies concerning VRS reimbursement and calling practices. Specifically, the FCC emphasized that:
  1. Calls made by or to employees of VRS providers and their subcontractors are not eligible for compensation from the TRS Fund on a per-minute basis.
  2. VRS Voice Carry Over is a service that allows a person who is deaf or hard of hearing to use his or her own voice to speak to a hearing party on a VRS call. The VRS operator will then translate the hearing person’s response into ASL for the deaf person on the call. It is possible to abuse VCO to make free long distance calls between two people using their voices. The Declaratory Ruling states that such calls cannot be paid for by the Fund.
  3. VRS calls that both originate *and* terminate outside of the United States are not compensable from the Fund.
  
- By Order FCC 10-88, released May 27, 2010, the FCC took action to defend the VRS program from the waste, fraud and abuse that has plagued the program and threatens its long-term viability. The FCC reiterated that payments from the Interstate TRS Fund may be suspended to providers that do not submit to audits, and adopts an interim rule requiring senior executives to swear to the accuracy of information providers submit to receive compensation from the TRS fund.
  
- By Order FCC 10-111, released June 28, 2010, the FCC issued a notice of Inquiry seeking comment on thoughts and proposals for making the VRS program work better for those who could benefit from it and those who pay into it. Among other issues, the FCC sought comment on whether states should now be required to compensate the intrastate portion of VRS funding.

- By Order DA 10-161, released September 17, 2010, the FCC sought comment on how to improve assignment of telephone numbers associated with VRS and IP Relay. It seeks to encourage use of geographically appropriate local numbers, and ensure that the deaf and hard-of-hearing community has access to toll free telephone numbers that is equivalent to access enjoyed by the hearing community.

In June 2008, the FCC instituted a ten-digit numbering plan for Internet-based Telecommunications Relay Service (iTRS) in order to make access by deaf and hard-of-hearing people functionally equivalent to access enjoyed by the hearing community, as required by statute. The FCC recognized that doing so would further the functional equivalency mandate by ensuring that Internet-based TRS users can be reached by voice telephone users in the same way that voice telephone users are called. The FCC sought to ensure that iTRS users can be reached via telephone, just as hearing users can be reached via telephone. As a result of that order, most deaf and hard-of-hearing iTRS users have obtained local telephone numbers. Although iTRS providers are required to assign local numbers to their customers, at least some iTRS providers assign a toll free number as well, even if the customer does not request one. Thus, a large number of personal toll free numbers have been issued to iTRS users.

The FCC seeks comment on proposed rules designed to align access to local and toll free numbers by iTRS users more closely with the way that hearing users obtain toll free numbers. It expects to establish rules that will ensure that an iTRS user's local number is used routinely as the primary telephone number that hearing users dial to reach the deaf or hard-of-hearing user via an iTRS provider and that deaf and hard-of-hearing users employ for point-to-point calling with other deaf and hard-of-hearing users.

#### The 21st Century Communications and Video Accessibility Act

On October 8, 2010, President Obama signed The 21st Century Communications and Video Accessibility Act (S.3304) into law. The new law provides for the following:

- adds definition of 'advanced communications services' to Section 225 of the Telecom Act to include interconnected Voice over Internet Protocol (VoIP) service, non-interconnected VoIP service, electronic messaging service, and video conferencing service;
- requires providers of VoIP-based services to contribute to the federal Telecommunications Relay Services Fund;
- clarifies that in addition to defining TRS as the ability of a person who is deaf, hard of hearing, deaf-blind or has a speech disability to use relay services for the purpose of communicating with hearing individuals, these services may be used where individuals with disabilities need to communicate with other relay users with disabilities where more than one type of relay service may be needed to complete the call;

- creates a federal Telecommunications Relay Services Policy Advisory Council to advise the FCC in the development or proposal of major changes or rules relating to telecommunications relay services;
- makes consumers with disabilities eligible to receive universal service support through two specific measures. First, it grants the FCC authority to designate broadband services needed for “phone communication” by people with disabilities as services eligible to receive support under the existing Lifeline and Linkup universal service programs. For example, this would include deaf individuals who are otherwise eligible for Lifeline and Linkup support, but who rely on Internet-based video relay service or point-to-point video for their telephone communications. Second, it grants authority to the FCC to designate programs that distribute specialized equipment used to make telecommunications and Internet-enabled communication services accessible to individuals who are deaf-blind, as eligible for universal service support. Such support, however, is capped at \$10 million per year.

While the 21st Century Communications and Video Accessibility Act is now law, it does not actually take effect until the FCC institutes regulations.

## **VII. CONCLUSION**

FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI’s programs and the relay system. FTRI and its 29 regional distribution centers conducted 1,190 outreach activities and signed up 44 new businesses as Relay Friendly Business Partners during the last fiscal year. Florida continues to place emphasis on service quality, which has resulted in increased typing speed for not only Florida but also for all of the states served by Sprint. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service. The Commission expects these positive trends to continue but will continue to pursue service quality improvements through testing of relay operator typing and CapTel telephone captioning.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease, because users are transitioning to the more efficient technologies of IP Relay, VRS, IP CTS, CapTel captioning service, and Blackberry or palm wireless devices. An FCC mandate requiring states to assume the intrastate costs of three of these newer technologies, VRS, IP Relay, and IP CTS, may have a major impact on the Florida Relay Service. The proposed FCC rule would require Florida to fund an estimated additional \$31 million to \$32 million in annual relay costs. Florida could possibly experience a financial shortfall in relay surcharge revenue due to a statutory relay surcharge cap of \$0.25 per access line. The FCC has not provided states with a timeline as to when this proposed rule may be adopted; however, release of Order FCC 08-151, requiring registration of telephone numbers to VRS and IP Relay customers by November 12, 2009, may initiate the jurisdictional separation of costs. When the new FCC rule is adopted, an examination of the Florida Statutes regarding relay services will

need to be completed to ensure Florida's Relay program is in accordance with any new federal laws.

The new definitions of basic and non-basic service in Chapter 364.02, Florida Statutes, could cause the loss of millions of Florida access lines which the TRS surcharge is presently applied to and cause the present TRS surcharge of \$0.11 per month to increase significantly. Without clarification of what lines TRS surcharges should apply to, the statutory rate cap of \$0.25 per line may have to be raised to cover the cost of TRS services or a broader-based funding mechanism would have to be put in place.

### FTRI Budget for 2009-2010 and 2010-2011 Fiscal Years

	Commission Approved Budget 2009-2010 \$	Actual Revenue And Expenses 2009-2010 \$	Commission Approved Budget 2010-2011 \$
<b>Operating Revenue</b>			
<i>Surcharges</i>	10,990,455	10,309,238	9,767,594
<i>Interest Income</i>	215,691	97,141	103,789
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	11,206,146	10,406,379	9,871,383
<i>Surplus Account</i>	18,870,439	19,220,141	19,508,940
<b>GRAND TOTAL FUNDS</b>	<b>30,076,585</b>	<b>29,626,520</b>	<b>29,380,323</b>

#### CATEGORY I. Operating Expenses/ Relay Services

<i>Sprint Relay</i>	5,520,973	6,089,547	6,394,536
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#### CATEGORY II. Equipment & Repairs

<i>TDD Equipment</i>	28,600	4,045	0
<i>Large Print TDDs</i>	2,520	0	630
<i>VCO/HCO – TDD</i>	16,650	0	0
<i>VCO Telephone</i>	14,514	7,629	13,284
<i>Dual Sensory Equipment</i>	87,000	71,714	143,925
<i>CapTel Phone Equipment</i>	206,712	202,026	408,312
<i>VCP Hearing Impaired</i>	1,928,192	1,740,634	2,128,280
<i>VCP Speech Impaired</i>	23,515	22,394	20,648
<i>TeliTalk Speech Aid</i>	54,000	36,600	45,000
<i>Jupiter Speaker Phone</i>	11,928	0	19,880
<i>In-Line Amplifier</i>	3,520	1,165	3,200
<i>ARS/VRS Signaling Equipment</i>	132,156	66,333	100,563
<i>TRS Signaling Equipment</i>	0	0	0
<i>Telecom Equipment Repair</i>	72,115	42,351	89,327
<i>Remaining Basis on Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY II</b>	<b>2,581,422</b>	<b>2,194,891</b>	<b>2,973,049</b>

#### CATEGORY III. Equipment Distribution & Training

<i>Freight-Telecom Equipment Regional Distribution Centers</i>	39,088	32,472	41,675
<i>Workshop Expense</i>	1,082,500	1,034,734	1,288,167
<i>Training Expense</i>	10,000	5,029	60,000
	0	0	15,000
<b>TOTAL CATEGORY III</b>	<b>1,131,588</b>	<b>1,072,235</b>	<b>1,404,842</b>

	<b>Commission Approved Budget 2009-2010</b>	<b>Actual Revenue And Expenses 2009-2010</b>	<b>Commission Approved Budget 2010-2011</b>
	\$	\$	\$
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	911,344	834,383	864,400
<b>TOTAL CATEGORY IV</b>	<b>911,344</b>	<b>834,383</b>	<b>864,400</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	5,232	2,385	7,400
<i>Accounting/Auditing</i>	26,450	27,968	27,088
<i>Legal</i>	72,000	72,000	72,000
<i>Computer Consultation</i>	45,779	41,497	70,930
<i>Bank Charges</i>	2,407	246	0
<i>Dues &amp; Subscriptions</i>	2,991	2,519	3,679
<i>Furn. &amp; Equip. Purchase</i>	7,521	4,329	20,883
<i>Less: Capitalized Portion</i>	0	0	0
<i>Depreciation</i>	0	8,812	0
<i>Office Equipment Lease</i>	3,470	3,483	4,606
<i>Insurance- Health/ Life/Disability/Other</i>	309,002	241,662	357,189
<i>Office Expense</i>	15,629	14,178	16,783
<i>Postage</i>	17,989	12,226	18,385
<i>Printing</i>	4,200	693	4,644
<i>Rent</i>	96,578	90,393	99,626
<i>Utilities</i>	13,201	7,978	13,170
<i>Retirement</i>	63,250	58,685	80,300
<i>Employee Compensation</i>	540,600	472,421	571,944
<i>Accrued Leave Expense</i>	0	19,762	0
<i>Temporary Employment</i>	20,480	18,832	30,720
<i>Taxes – Payroll</i>	45,515	41,227	52,544
<i>Telephone</i>	20,107	19,421	22,487
<i>Travel &amp; Business</i>	21,601	12,620	26,702
<i>Equipment Maintenance</i>	2,396	713	1,926
<i>Employee Training/Dev</i>	11,132	5,881	9,042
<i>Meeting Expense</i>	3,394	2,625	3,733
<i>Remaining Basis of Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY V</b>	<b>1,350,924</b>	<b>1,182,556</b>	<b>1,515,781</b>
<b>GRAND TOTAL EXPENSES</b>	<b>11,496,251</b>	<b>11,373,612</b>	<b>13,152,608</b>

# Florida Telecommunications Relay, Inc.



## Annual Report 2009 - 2010

TASA – Florida Statutes Chapter 427



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## Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2009/2010. Here are a few highlights:

- 18,185 new clients were served throughout the state.
- 41,188 different services were provided to individuals.
- 38,680 pieces of specialized telecommunications equipment were distributed.
- 1,190 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- 44 new businesses have partnered with FTRI to educate their 2,061 employees about the Florida Relay and Equipment Distribution Program.
- Processed 20,001 customer service calls.
- Mailed 1,515 applications to individuals requesting them.
- Processed more than 140,222 EDP forms.
- Conducted 1,472 distributions off-site.
- We continued our extensive educating, training and support efforts through workshops and daily interactions with RDCs.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2009/2010 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

  
James Forstall, FTRI Executive Director



## TASA Requirements

In response to the Telecommunications Access System Act of 1991 (TASA), the Florida Public Service Commission (FPSC) directed the local exchange companies (LECs) to form a not-for-profit corporation to fulfill the requirements of TASA. Florida Telecommunications Relay, Inc. (FTRI) registered with the Florida Department of State as a not-for-profit corporation effective June 13, 1991, and is exempt from Florida sales tax as a 501(c) (3) organization.

## Mission Statement

Florida Telecommunications Relay, Inc. (FTRI), as the designated administrator, shall carry out the intent of the Telecommunications Access System Act (TASA) by providing access terminals required for basic telecommunications services to hearing impaired, speech impaired, and dual sensory impaired persons in the most cost effective manner.

## Equipment Distribution Program

FTRI utilizes a regional distribution system for approximately eighty percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

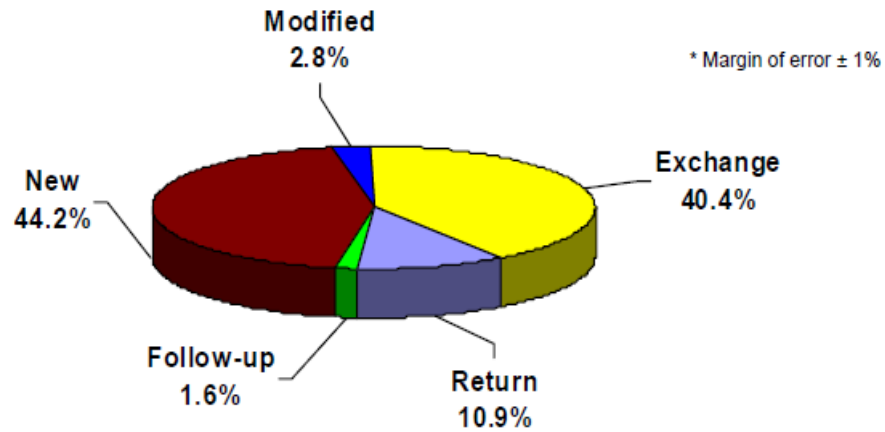
FTRI contracted with twenty-three non-profit agencies to provide services as Regional Distribution Centers (RDCs). In these areas persons who are deaf, hard of hearing, or speech impaired have applications certified and processed (**New** service), and receive equipment and training, and are supplied with any additional services. These may include modifying from one type of equipment to another (**Modified** service), exchanging for the same type of equipment (**Exchange** service), returning any equipment that is no longer necessary (**Return** service), and additional training services as needed (**Follow-up** service).

Additional training on equipment is provided to individuals requesting the training at no charge.



## Client Services

The total number of EDP services provided by FTRI for fiscal year 2009/2010 was 41,188\*. The average number of EDP services provided monthly was 3,432.

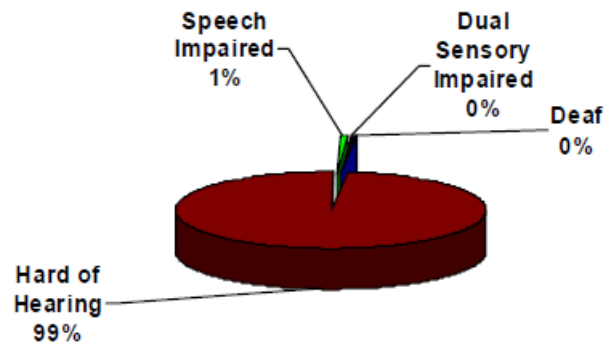


## New Client Eligibility

FTRI served 18,185 new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	70
Hard of Hearing	17,923
Speech Impaired	161
Dual Sensory Impaired	31
<b>Total</b>	<b>*18,185</b>

\* The number of new recipients is lower than the amount of distributed new equipment because a significant number of recipients received more than one piece of equipment. Margin of error ± 1%.



## New Client Certification

Professionals involved with the certification of client applications for the equipment distribution program were as follows:

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	8,443
Audiologist	5,219
Hearing Aid Specialist	3,232
Licensed Physician	1,011
State Certified Teacher	2
State Agency	26
Speech Pathologist	194
Federal Agency	58
<b>Total</b>	<b>18,185</b>

## New Client Age Groups

The 2009/2010 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	18
10 – 19	53
20 – 29	46
30 – 39	97
40 – 49	317
50 – 59	841
60 – 69	2,550
70 – 79	4,972
80 – 89	6,976
90 – 99	2,220
100 – 109	89
DOB not provided	6
<b>Total</b>	<b>18,185</b>

More people in the 80 to 89 age group received equipment than those of any other specific age group. Approximately eighty percent of all recipients served in this fiscal year were seventy years of age or older.

## New Client County of Residence

FTRI is a statewide program serving all 67 counties. The following is a breakdown of new clients by county of residence:

<b>County</b>	<b>Recipients</b>	<b>County</b>	<b>Recipients</b>
<b>Alachua</b>	234	<b>Lake</b>	409
Baker	14	<b>Lee</b>	857
<b>Bay</b>	239	<b>Leon</b>	302
Bradford	34	<b>Levy</b>	68
<b>Brevard</b>	552	Liberty	17
<b>Broward</b>	2,212	Madison	22
Calhoun	19	<b>Manatee</b>	301
<b>Charlotte</b>	389	<b>Marion</b>	628
<b>Citrus</b>	303	<b>Martin</b>	265
<b>Clay</b>	153	<b>Monroe</b>	8
<b>Collier</b>	317	<b>Nassau</b>	43
<b>Columbia</b>	71	<b>Okaloosa</b>	72
<b>Dade</b>	627	Okeechobee	40
DeSoto	28	<b>Orange</b>	592
Dixie	20	Osceola	89
<b>Duval</b>	668	<b>Palm Beach</b>	1,549
<b>Escambia</b>	255	<b>Pasco</b>	747
<b>Flagler</b>	180	<b>Pinellas</b>	989
Franklin	8	<b>Polk</b>	424
Gadsden	65	Putnam	85
Gilchrist	21	<b>Santa Rosa</b>	118
Glades	6	<b>Sarasota</b>	597
<b>Gulf</b>	27	<b>Seminole</b>	236
Hamilton	12	<b>St. Johns</b>	254
Hardee	17	<b>St. Lucie</b>	303
<b>Hendry</b>	24	<b>Sumter</b>	159
<b>Hernando</b>	319	<b>Suwannee</b>	56
<b>Highlands</b>	184	Taylor	56
<b>Hillsborough</b>	622	Union	7
<b>Holmes</b>	43	<b>Volusia</b>	806
<b>Indian River</b>	230	Wakulla	40
Jackson	57	<b>Walton</b>	27
Jefferson	23	<b>Washington</b>	37
Lafayette	9		
		<b>Total</b>	<b>18,185</b>

Counties in **bold** are located close to Regional Distribution Centers. RDC contracts do not assign counties to specific contracted entities in order to assure that clients receive the best and most convenient service available.

## Equipment

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone
2. Amplified Telephone for the Hard of Hearing
3. Amplified Telephone for the Speech Disabled
4. Voice Carry-Over Telephone
5. Large Visual Display TTY
6. Deaf Blind Communicator
7. In-Line Amplifier
8. Voice Carry-Over/Hearing Carry-Over/TTY
9. Gewa Telephone
10. Dialogue RC 200
11. TeliTalk Telephone
12. Captioned Telephone

FTRI also distributes amplified, flashing, or vibrating ringer devices to alert clients to incoming telephone calls. These devices are:

1. Audible Ring Signaler
2. Visual Ring Signaler
3. Tactile Ring Signaler

Each piece of equipment is supported by the standard manufacturer warranty. Equipment that is determined to be out of warranty is retired and replaced due to the economics of purchasing new equipment versus repairing old equipment.

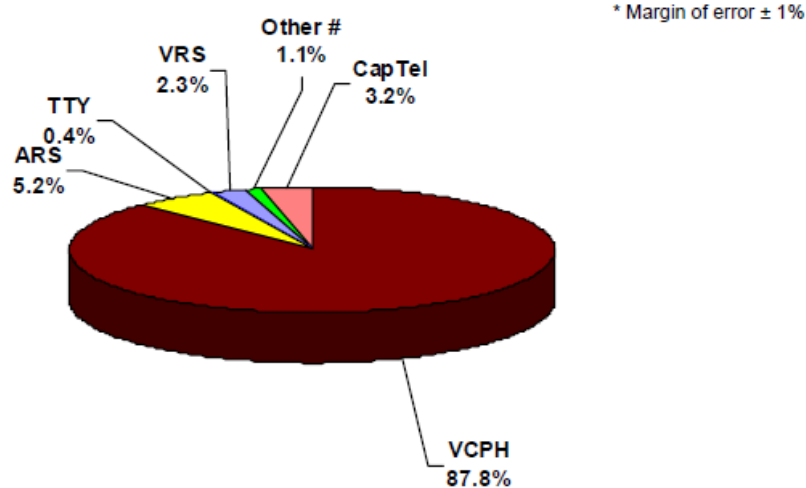
## Equipment Vendors

FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2009/2010 numbered 38,680\* units. The monthly equipment distribution average was 3,223.



# More than three percent of all distributed equipment in fiscal year 2009/2010 included Deaf Blind Communicator, in-line amplifier, tactile ring signaler, voice-carry-over phones with large visual display, phones for the speech disabled, hearing-carry-over phone and voice-carry-over phone.

## Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies. Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or the FTRI office. FTRI also contacts clients by telephone for quality assurance.

Approximately thirty-four percent of new clients served were mailed quality assurance surveys. Of the approximately 11,294 questionnaires sent during this fiscal year, FTRI received 2,708 responses for a nearly twenty-four percent return rate. Ninety-six percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.

**How do you like your new phone from FTRI?**

**LET FREEDOM ((RING))**  
... and discover telephone freedom and independence

**Florida Telecommunications FTRI Relay, Inc.**  
Equipment Distribution Program

FTRI provides specialized telephone equipment to qualified Florida residents who are deaf, hard of hearing, deaf-blind, or speech impaired at no charge. FTRI warrants that the equipment distributed from one of our Regional Distribution Centers (RDC). FTRI wants to make sure the customer service you received is up to our high standards.

Please take a few minutes to answer the following questions about your experience with the Regional Distribution Center (RDC) in your area and mail this postcard to FTRI. If you have any questions or comments, please call:

**FTRI Customer Service:**  
1-800-222-3448 (T)  
or 1-888-447-5620 (TTY)  
Monday-Friday 8:30 a.m. - 5:00 p.m.

*Detach along perforation and mail.*







Throughout the past fiscal year FTRI's outreach efforts have stabilized throughout the state. The Regional Distribution Centers (RDCs) continue to provide outreach services to their respective communities to disseminate information about FTRI's programs and Florida Relay service.

The following activities were conducted.

<b>Outreach Activities</b>
FTRI / RDC conducted 1,190 outreach activities throughout the state
FTRI published and mailed 13,854 "New Location" postcards in the Jensen Beach and Crystal River areas
Administered a statewide print media campaign using customized RDC ads covering 15 major markets
44 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website
Information about both Florida Relay and FTRI EDP have been made available to over 2,061 employees through the BPP
Distributed 39 Relay Educational Kits to schools throughout Florida
FTRI continued to partner with organizations and / or state agencies (FAD, FLALDA, HLA-FL, AGBELL-FL, FSDB, Sprint, TSC, FDOE, FDOEA, FDOH, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP) for outreach activities
Purchased local broadcast media time statewide for both Florida Relay and FTRI EDP PSAs in all 10 major markets and received, at no extra cost to FTRI, thousands of dollars of value-added coverage including live interviews, web presence, and extra rotator runs
Partnered with the Public Service Commission to provide white pages survey to consumers statewide
Hosted a series of events to promote Deaf Awareness in the Tallahassee area
Developed and launched RDC specific website landing pages
Developed web banners ads for FTRI's partners to upload on their website
Developed car magnets individualized by RDC
Continued an online marketing campaign using Google AdWords and Facebook
Developed and implemented web-based training programs for RDC staff on important topics relative to the FTRI program
Provided approximately 699 (EDP) and 389 (Outreach) hours of comprehensive training to RDCs during this fiscal year



**FTRI – Equipment Distribution Program**

FTRI aired 30 second PSAs (Public Service Announcements) targeted to reach individuals with hearing loss to create awareness about the specialized telephones that are available to Florida residents at no charge. These PSAs were aired statewide.

Below are excerpts taken from the FTRI EDP PSAs that aired throughout Florida local broadcast television.



FTRI advertised in the major market newspapers throughout the state.

**English**

*can you HEAR me NOW?*

**IF YOU OR SOMEONE IN YOUR FAMILY** is one of the three million people in Florida with a certified hearing loss, there's a new telephone available that can help make the phone conversations easier. The Clarity W425 Pro Cordless telephone amplifies incoming sounds up to 45 dB. Florida Telecommunications Relay, Inc. (FTRI), the non-profit distributor of the phones, is offering the phones at no cost to seniors and to others with hearing loss living in Florida. The W425 Pro also features large, backlit numbers, a bright visual ringer, and is hearing aid compatible.

For more information, call:

Florida Telecommunications Relay, Inc. [www.ftri.org](http://www.ftri.org)

**Spanish**

*¿Me PUEDES Escuchars AHORA?*

Si usted o alguien en su familia es una de las 3 millones de personas en la Florida que tiene una pérdida auditiva certificada, ahora dispone de un nuevo teléfono que puede ayudar para que sus conversaciones telefónicas resulten más fáciles. El teléfono inalámbrico "Clarity W425 Pro" amplifica las llamadas entrantes hasta 45dB. Florida Telecommunications Relay, Inc. (FTRI), el distribuidor sin fines de lucro de estos teléfonos, está ofreciéndolos sin ningún costo para personas de edad y personas con impedimentos auditivos que vivan en la Florida. El W425 Pro también incluye números grandes con luz de fondo, un timbre visual bien iluminado y es compatible con sus audífonos.

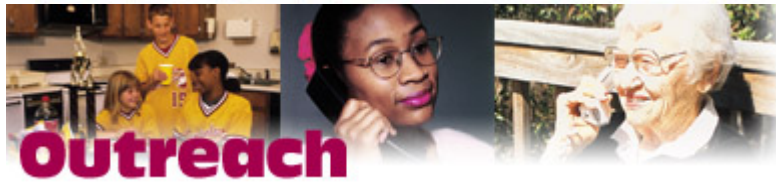
Para más información, llame a:

**Center for Independent Living of South FL, Inc.**  
 6660 Biscayne Boulevard  
 Miami, FL, 33138

**305-751-8025 (V)**  
**305-751-8891 (TTY)**  
[www.ftri.org/mia](http://www.ftri.org/mia)

Florida Telecommunications Relay, Inc. [www.ftri.org](http://www.ftri.org)





FTRI developed and mailed "New Location" postcards to thousands of active clients that reside in areas where several local Regional Distribution Centers (RDCs) have relocated their offices.



FTRI developed web-banner ads for FTRI partner's to upload onto their website.





In collaboration with the RDCs, FTRI created unique **Website Landing Pages** that allows for individuals visiting the FTRI website to obtain information relative to a specific RDC located in their area. This allows creativity with both information layout and dissemination.

**English**

**Spanish**

Car Magnets were also created and disseminated to RDCs.





### ***Florida Relay***

The Florida Relay PSA aired throughout the state on local broadcast television in major media markets. Below are excerpts taken from a Florida Relay PSA.



### ***Business Partnership Program***

Forty-four businesses signed up as a "Relay Friendly" partner and were provided access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf/blind, or speech impaired. Information about both Florida Relay and FTRI EDP has been made available to over 2,061 employees with those businesses.

### ***TASA Approved Certifiers***

FTRI partnered with 29 *new* TASA approved certifiers who referred individuals with hearing loss to the FTRI programs to receive specialized telephones and services. FTRI provides all certifiers, as well as other collaborated partners, with applications, brochures and other printed materials for dissemination to people that visit their office or agencies.

### ***Closing Statement***

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. Since the inception of the Equipment Distribution Program in 1986, over 431,000 residents have been provided with telecommunications equipment and support services.

**Florida Telecommunications  
Relay, Inc.**

**Financial Statements**

**June 30, 2010**

**Florida Telecommunications Relay, Inc.**  
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Carr, Riggs & Ingram, LLC  
1713 Mahan Drive  
Tallahassee, Florida 32308

(850) 878-8777  
(850) 878-2344 (fax)  
www.cricpa.com

## INDEPENDENT AUDITORS' REPORT

Board of Directors  
Florida Telecommunications Relay, Inc.  
Tallahassee, Florida

We have audited the accompanying statement of financial position of the Florida Telecommunications Relay, Inc. (a nonprofit organization) as of June 30, 2010, and the related statements of activities and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Florida Telecommunications Relay, Inc. as of June 30, 2010, and the changes in its net assets and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

Our audit was conducted for the purpose of forming an opinion on the basic financial statements taken as a whole. The schedule of expenses by category is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and, in our opinion, is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

A handwritten signature in cursive script that reads "Carr, Riggs &amp; Ingram".

Tallahassee, Florida  
September 13, 2010



**Florida Telecommunications Relay, Inc.**  
**Statement of Financial Position**

*June 30, 2010*

**Assets**

Current assets	
Cash and cash equivalents	\$ 18,808,120
Accounts receivable	885,521
Prepaid expenses	165
<b>Total current assets</b>	<b>19,693,806</b>
Property and equipment - at cost	
Office furniture	45,910
Office equipment	103,779
Dual sensory equipment	62,083
	211,772
<b>Less: accumulated depreciation</b>	<b>(192,914)</b>
<b>Net property and equipment</b>	<b>18,858</b>
Other assets	8,939
<b>Total assets</b>	<b>\$ 19,721,603</b>

**Liabilities and Net Assets**

Current liabilities	
Accounts payable	\$ 1,436,050
Accrued leave payable	32,645
<b>Total current liabilities</b>	<b>1,468,695</b>
Net assets	
Unrestricted net assets	18,252,908
<b>Total liabilities and net assets</b>	<b>\$ 19,721,603</b>

**Florida Telecommunications Relay, Inc.**  
**Statement of Activities**

<i>Year ended June 30,</i>	<b>2009</b>
<b>Revenues</b>	
Surcharge revenue	\$ 11,105,726
Recovery from RDC's	-
Investment earnings	149,508
<b>Total revenues</b>	<b>11,255,234</b>
<b>Expenses</b>	
Category I - Relay service	5,646,632
Category II - Equipment & repair	1,909,015
Category III - Equipment distribution	964,546
Category IV - Outreach expenses	856,991
Category V - General & administrative expenses	1,197,885
<b>Total expenses</b>	<b>10,575,069</b>
Change in unrestricted net assets	680,165
Net assets, beginning of year	18,539,976
Net assets, end of year	<b>\$ 19,220,141</b>

See accompanying notes to financial statements.

**Florida Telecommunications Relay, Inc.**  
**Statement of Cash Flows**

*Year ended June 30, 2010*

<b>Cash flows from operating activities:</b>	
Cash from surcharge revenues	\$ 10,315,548
Investment earnings	97,141
Cash paid for goods and services	(11,442,039)
<b>Net cash used in operating activities</b>	<b>(1,029,350)</b>
<b>Cash flows from investing activities:</b>	
Acquisition of fixed assets	-
<b>Net cash (used in) provided by investing activities</b>	<b>-</b>
<b>Net decrease in cash</b>	<b>(1,029,350)</b>
<b>Cash at beginning of year</b>	<b>19,837,470</b>
<b>Cash at end of year</b>	<b>\$ 18,808,120</b>
<b>Cash (used in) provided by operating activities:</b>	
Change in net assets	\$ (967,233)
Adjustments to reconcile change in net assets to net cash provided by operating activities:	
Depreciation	8,812
Changes in operating assets and liabilities:	
Accounts receivable	6,310
Prepaid expenses	17
Accrued leave	19,762
Accounts payable	(97,018)
<b>Net cash (used in) operating activities</b>	<b>\$ (1,029,350)</b>

No cash was paid for taxes or interest during the year.

See accompanying notes to financial statements.

**Florida Telecommunications Relay, Inc.**  
**Notes to Financial Statements**

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**NOTE 1 – NATURE OF BUSINESS**

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit corporation designated as the Administrator of the Telecommunications Access System Act, pursuant to s.427.704 (2), F.S., and is responsible for providing relay services and the distribution of specialized telecommunications devices. The devices for the deaf, blind, hard of hearing, and speech impaired persons are distributed free of charge to clients certified by designated specialists in the speech and hearing field. The Florida Public Service Commission regulates the Organization, which is funded through a surcharge on telephone bills of residents of the State of Florida.

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES*****Method of Accounting***

The Organization maintains its accounts and prepares financial statements on the accrual basis of accounting. Revenues are recognized in the period earned, whether or not received; expenses are recognized in the period in which the obligation is incurred, whether or not paid.

***Accounts Receivable***

Accounts receivable consist mainly of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15<sup>th</sup> of the month following the month of collection. No provision for bad debts has been provided since historically all amounts are collected each month.

***Property and Equipment***

Property and equipment are recorded at cost. Depreciation is provided on the straight-line method over the estimated useful lives of the respective assets, which is five years. When items of property and equipment are sold or retired, the related cost and accumulated depreciation are removed from the accounts and any gain or loss is included in the results of operations.

The Organization has adopted the policy of recording the purchase of the specialized telecommunications equipment, distributed to its clients, as an expense of the period, while the Organization retains certain rights and obligations to such equipment and keeps track of certain equipment internally.

***Income Taxes***

The Organization, a Florida nonprofit corporation, is tax exempt under Internal Revenue Code Section 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.

***Use of Estimates***

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

**Florida Telecommunications Relay, Inc.**  
**Notes to Financial Statements**

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**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)*****Subsequent Events***

Subsequent events have been evaluated through the date of the Auditors' report.

***Cash and Cash Equivalents***

For financial statement purposes, the Organization considers all highly liquid investments (with a maturity of three months or less when purchased) to be cash equivalents.

**NOTE 3 – RETIREMENT PLAN**

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly coincident with their date of employment. Contributions to the plan are paid quarterly and based on 11.7% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service and the final average salary as defined in the Plan Document. Retirement expense for the fiscal year ended June 30, 2010 was \$59,685.

**NOTE 4 – CONCENTRATION OF RISK**

Florida Telecommunications Relay, Inc. maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. Cash at this institution exceeded FDIC limits by \$18,558,120. At June 30, 2010, FTRI's cash balance in the two accounts total \$507,417 and \$18,300,703.

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. Florida Telecommunications Relay, Inc. considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having a market value equal to 50% of the average daily balance for each month of all public deposits in excess of any applicable deposit insurance held by the depository during the twelve months immediately preceding the date of any computation of the balance. As such, the depository is not required to hold collateral in the Organization's name, nor specify which collateral is held for the Organization's benefit. The Public Deposit Security Trust Fund, as created under the laws of the State of Florida, would be required to pay the Organization for any deposits not covered by depository insurance or collateral pledged by the depository, as previously described. All deposits with financial institutions were 100% insured by federal depository insurance or by collateral provided by qualified public depositories to the State Treasurer pursuant to the Public Depository Security Act of the State of Florida. The Act established a Trust Fund, maintained by the State Treasurer, which is a multiple financial institution pool with the ability to assess its member financial institutions for collateral shortfalls if a member fails.

**Supplementary Information**

**Florida Telecommunications Relay, Inc.**  
**Schedule of Expenses by Category**

*Year ended June 30, 2010*

<b>Category I - Relay Service</b>	
Dual party relay provider	\$ 6,089,547
<b>Category II - Equipment and Repair</b>	
TTY equipment	4,045
VCP hearing impaired	1,418,269
VCPH cordless	322,050
VCPS-RC200	315
Dual sensory equipment	71,714
CapTel equipment	202,026
VCP speech impaired	22,394
In-line amplifiers	1,165
VCO telephone	7,629
ARS/VRS signaling equipment	66,333
TeliTalk Speech aid phone	36,600
Telecommunications equipment repair	42,351
<b>Subtotal - Category II</b>	<b>2,194,891</b>
<b>Category III - Equipment Distribution</b>	
Freight/Telecommunications equipment	32,472
Regional distribution centers	1,034,734
Workshop expense	5,029
<b>Subtotal - Category III</b>	<b>1,072,235</b>
<b>Category IV - Outreach</b>	
Outreach expenses	834,383
<b>Category V - General and Administrative</b>	
Advertising	2,385
Accounting/Auditing	27,968
Legal	72,000
Computer consultation	41,497
Bank charges	246
Dues and subscriptions	2,519
Furniture and equipment purchased	4,329
Less: Capitalized portion	-
Depreciation	8,812
Office equipment lease	3,483
Insurance - health, life, disability & other	241,662
Office expenses	14,178
Postage	12,226
Printing	693
Rent	90,393
Retirement	58,685
Employee compensation	472,421
Accrued leave expense	19,762
Payroll taxes	41,227
Temporary employment	18,832
Telephone and fax	19,421
Travel and business expense	12,620
Utilities	7,978
Equipment maintenance	713
Employee training	5,881
Meeting and interpreter expense	2,625
<b>Subtotal - Category V</b>	<b>1,182,556</b>
<b>Total expenses</b>	<b>\$ 11,373,612</b>

See independent auditors' report.

**APPENDIX C**

**Florida Relay Service Information: Sprint**

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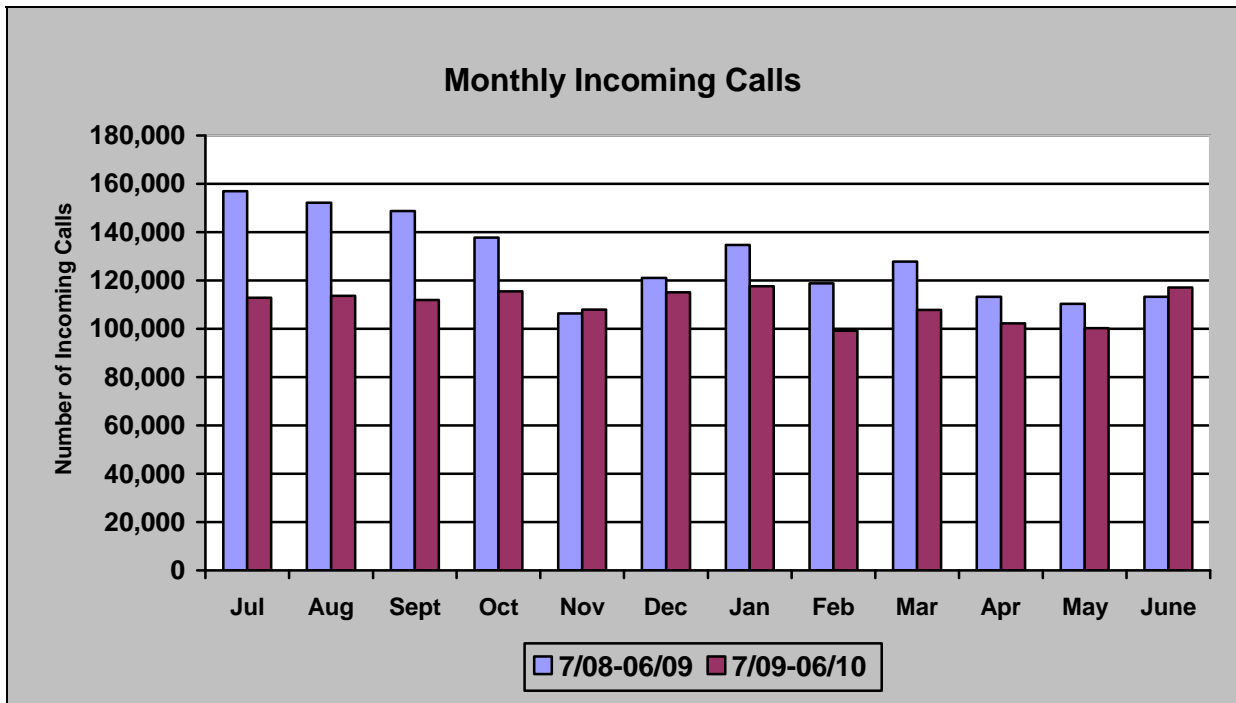
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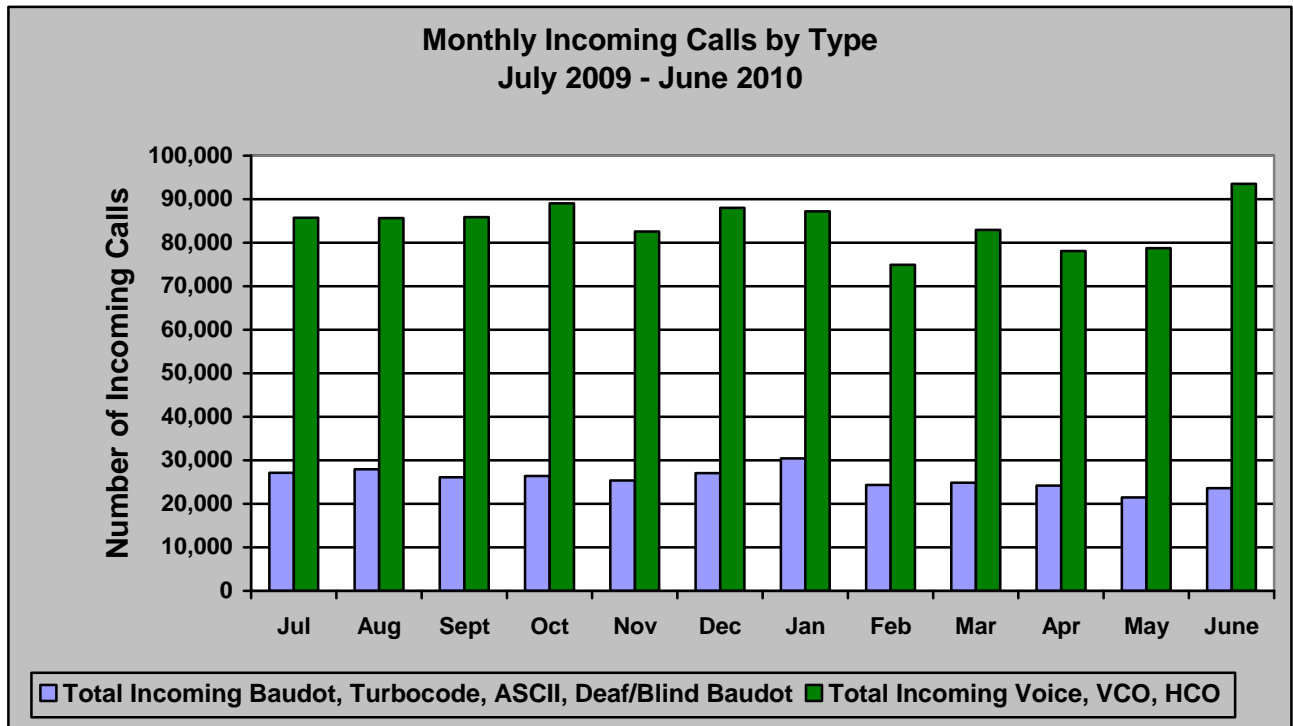
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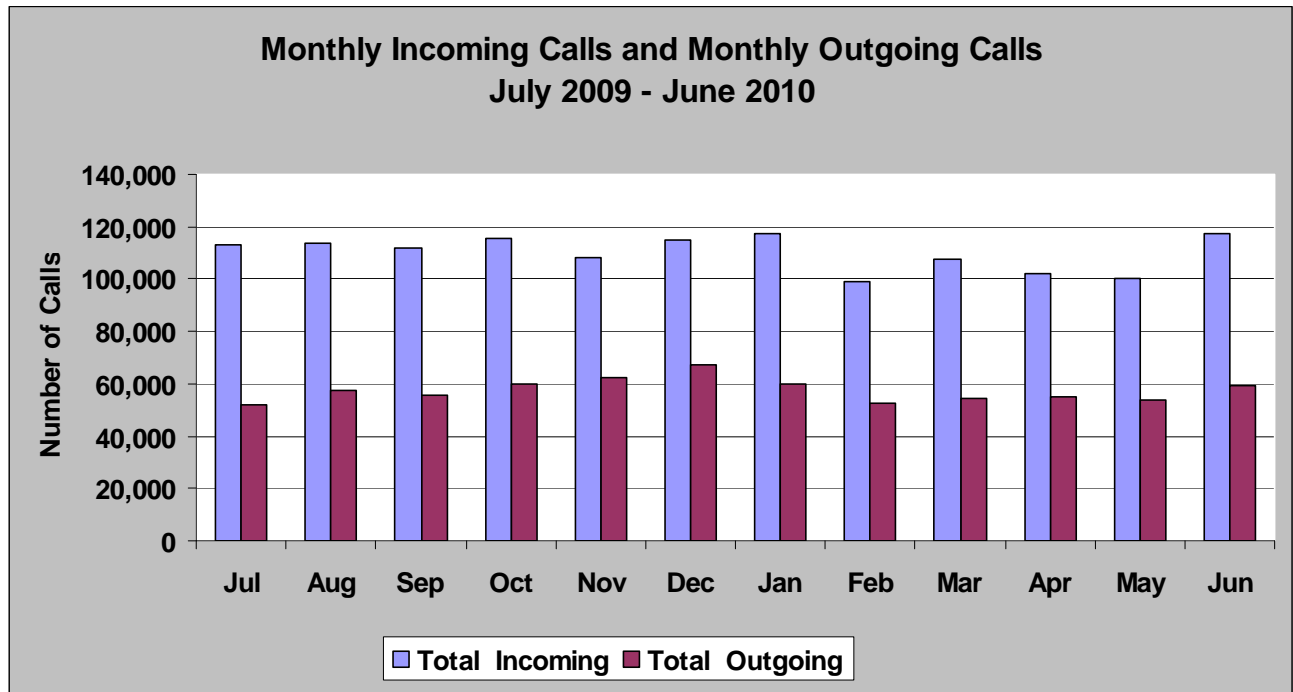
Monthly Incoming Calls			
Total Incoming Calls July 2008 – June 2009		Total Incoming Calls July 2009 – June 2010	
Jul	156,994	Jul	112,857
Aug	152,144	Aug	113,630
Sep	148,734	Sep	111,966
Oct	137,753	Oct	115,468
Nov	106,397	Nov	107,922
Dec	121,074	Dec	115,122
Jan	134,701	Jan	117,635
Feb	118,744	Feb	99,249
Mar	127,831	Mar	107,825
Apr	113,277	Apr	102,294
May	110,307	May	100,204
Jun	113,283	Jun	117,126
<b>Total</b>	<b>1,541,239</b>	<b>Total</b>	<b>1,321,298</b>



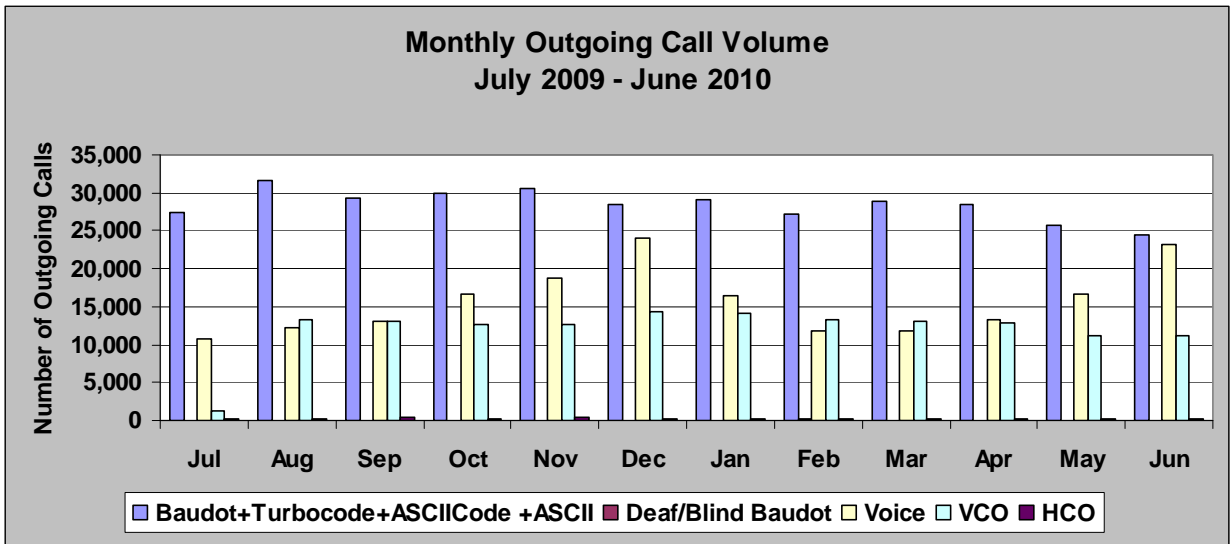
Monthly Incoming Calls by Type July 2009 – June 2010									
	Incoming Baudot	Incoming Turbocode	Incoming ASCII	Incoming Deaf/Blind Baudot	Total Incoming Baudot, Turbocode, ASCII, Deaf/Blind Baudot	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming Voice, VCO, HCO
July	17,560	8,651	905	28	27,144	75,974	9,493	246	85,713
Aug	17,121	9,949	854	29	27,953	76,128	9,374	175	85,677
Sept	16,761	8,816	483	30	26,090	76,480	9,061	335	85,876
Oct	17,067	8,698	605	21	26,391	79,749	8,998	330	89,077
Nov	16,369	8,267	686	14	25,336	73,491	8,752	343	82,586
Dec	18,457	7,629	938	54	27,078	77,928	9,867	249	88,044
Jan	21,385	8,117	832	73	30,407	77,068	9,930	230	87,228
Feb	15,714	7,792	744	53	24,303	65,013	9,776	157	74,946
March	15,635	8,229	981	8	24,853	73,074	9,726	172	82,972
April	15,768	7,689	720	3	24,180	68,847	9,135	132	78,114
May	13,891	7,050	541	4	21,486	70,335	8,271	111	78,717
June	16,492	6,471	633	4	23,600	85,071	8,294	161	93,526
<b>Total</b>	<b>202,220</b>	<b>97,358</b>	<b>8,922</b>	<b>321</b>	<b>308,821</b>	<b>899,158</b>	<b>110,677</b>	<b>2,641</b>	<b>1,012,476</b>



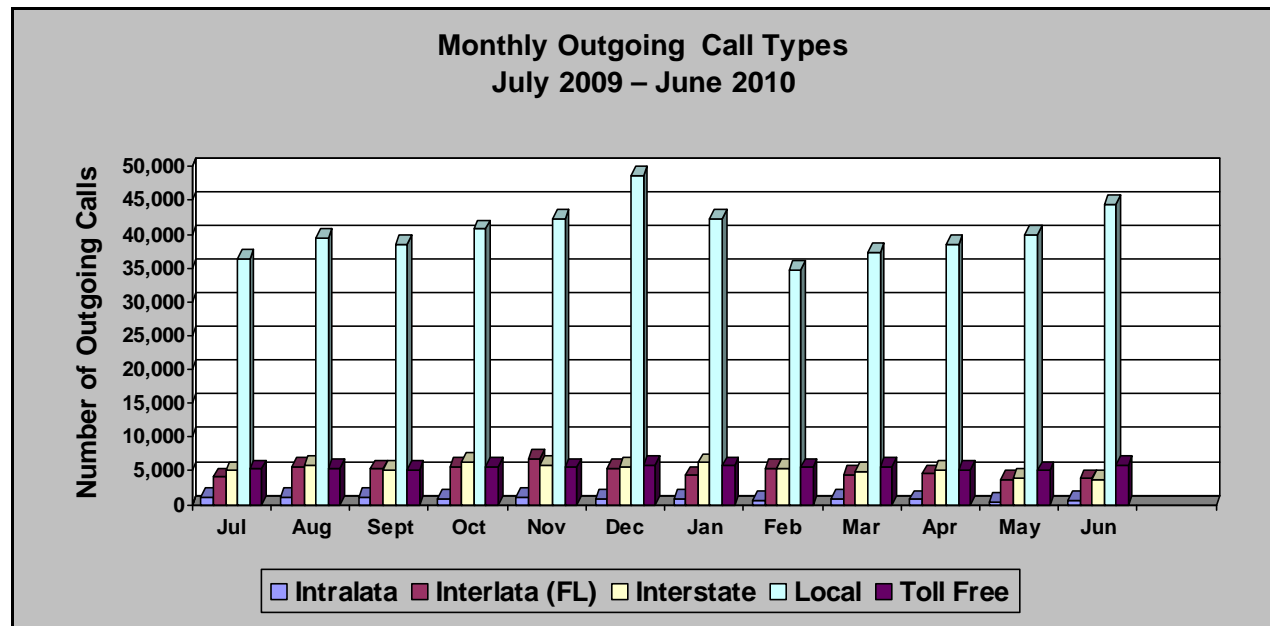
<b>Monthly Incoming and Monthly Outgoing Calls July 2009 – June 2010</b>				
	<b>Total Incoming</b>	<b>Incomplete Outgoing</b>	<b>Complete Outgoing</b>	<b>Total Outgoing</b>
Jul	112,857	12,336	39,701	52,037
Aug	113,630	14,464	42,896	57,360
Sep	111,966	15,249	40,332	55,581
Oct	115,468	18,045	41,639	59,684
Nov	107,922	18,803	43,547	62,350
Dec	115,122	21,634	45,468	67,102
Jan	117,635	16,266	43,714	59,980
Feb	99,249	13,225	39,176	52,401
Mar	107,825	13,174	41,004	54,178
Apr	102,294	14,013	40,779	54,792
May	100,204	15,027	38,583	53,610
Jun	117,126	17,759	41,341	59,100
<b>Total</b>	<b>1,321,298</b>	<b>189,995</b>	<b>498,180</b>	<b>688,175</b>



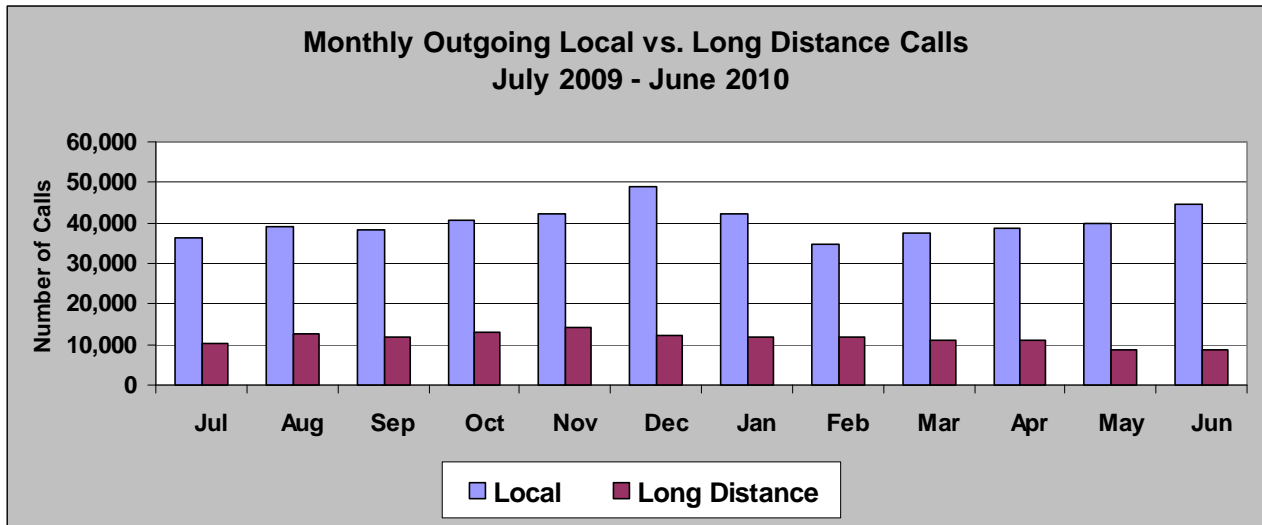
Monthly Outgoing Call Volume July 2009 – June 2010									
	Outgoing Baudot	Turbo Code	Outgoing ASCII	Baudot +Turbo Code +ASCII	Outgoing Deaf/ Blind Baudot	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jul	14,470	12,375	649	27,494	87	10,835	13,331	290	52,037
Aug	15,778	15,348	576	31,702	44	12,170	13,233	211	57,360
Sep	15,090	13,799	338	29,227	41	12,970	13,025	318	55,581
Oct	15,778	13,730	455	29,963	46	16,720	12,678	277	59,684
Nov	15,405	14,658	536	30,599	17	18,742	12,635	357	62,350
Dec	15,622	12,221	674	28,517	75	23,962	14,288	260	67,102
Jan	15,302	13,105	658	29,065	80	16,529	14,096	210	59,980
Feb	14,289	12,276	578	27,143	111	11,808	13,184	155	52,401
Mar	14,142	14,101	723	28,966	6	11,868	13,139	199	54,178
Apr	14,994	12,925	530	28,449	10	13,326	12,866	141	54,792
May	13,969	11,267	541	25,777	1	16,589	11,255	107	53,729
Jun	14,429	9,578	469	24,476	5	23,190	11,257	172	59,100
<b>Total</b>	<b>179,268</b>	<b>155,383</b>	<b>6,727</b>	<b>341,378</b>	<b>523</b>	<b>188,709</b>	<b>154,987</b>	<b>2,697</b>	<b>688,294</b>



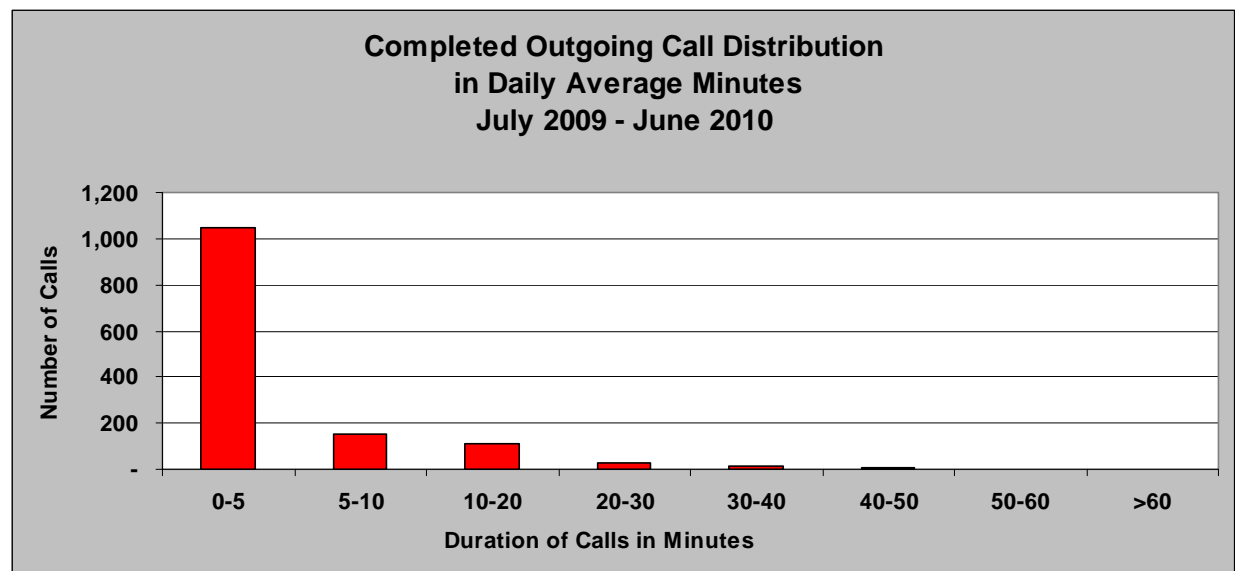
Monthly Outgoing Call Types July 2009 – June 2010							
Month	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC,Dir Assistance, Internat'l)	Total Outgoing
Jul	36,288	1,085	4,044	5,006	5,235	379	52,037
Aug	39,207	1,158	5,527	5,748	5,360	360	57,509
Sep	38,479	1,110	5,228	5,086	5,137	541	55,581
Oct	40,757	910	5,517	6,270	5,558	672	59,684
Nov	42,319	1,059	6,693	5,851	5,471	957	62,350
Dec	48,760	943	5,347	5,668	5,815	569	67,102
Jan	42,249	805	4,263	6,176	5,695	792	59,980
Feb	34,784	677	5,305	5,260	5,468	907	52,401
Mar	37,380	934	4,437	4,972	5,547	908	54,178
Apr	38,540	747	4,518	5,180	5,039	768	54,792
May	39,877	375	3,717	3,843	5,014	784	53,610
Jun	44,502	628	3,797	3,644	5,882	647	59,100
<b>Total</b>	<b>447,039</b>	<b>10,431</b>	<b>58,393</b>	<b>62,704</b>	<b>65,221</b>	<b>8,284</b>	<b>688,324</b>



Monthly Outgoing Local vs. Long Distance Calls July 2009 – June 2010						
Month	Local	Total Long Distance	Intralata	Interlata/ Intrastate	Interstate	International
Jul	36,288	10,264	1,085	4,044	5,006	129
Aug	39,207	12,793	1,158	5,527	5,748	360
Sep	38,479	11,672	1,110	5,228	5,086	248
Oct	40,757	13,053	910	5,517	6,270	356
Nov	42,319	14,242	1,059	6,693	5,851	639
Dec	48,760	12,244	943	5,347	5,668	286
Jan	42,249	11,782	805	4,263	6,176	538
Feb	34,784	11,938	677	5,305	5,260	696
Mar	37,380	10,982	934	4,437	4,972	639
Apr	38,540	11,017	747	4,518	5,180	572
May	39,877	8,487	375	3,717	3,843	552
Jun	44,502	8,541	628	3,797	3,644	472
<b>Total</b>	<b>483,142</b>	<b>137,015</b>	<b>10,431</b>	<b>58,393</b>	<b>62,704</b>	<b>5,487</b>



<b>Completed Outgoing Call Distribution in Daily Average Minutes July 2009 – June 2010</b>								
<b>In Minutes</b>								
<b>Month</b>	<b>0-5</b>	<b>5-10</b>	<b>10-20</b>	<b>20-30</b>	<b>30-40</b>	<b>40-50</b>	<b>50-60</b>	<b>&gt;60</b>
Jul	969	158	105	27	10	5	3	3
Aug	1,052	162	117	31	11	6	3	3
Sep	1,017	162	115	28	11	5	3	3
Oct	1,027	158	109	29	11	4	2	2
Nov	1,125	161	109	36	10	5	3	3
Dec	1,138	162	114	31	11	5	3	3
Jan	1,080	161	116	31	10	5	3	3
Feb	1,048	165	126	37	12	5	3	3
Mar	998	157	118	30	10	5	3	2
Apr	1,032	156	121	30	10	5	2	3
May	961	133	101	32	9	4	2	2
Jun	1,083	137	104	32	11	5	2	3
<b>Average</b>	<b>1,044</b>	<b>156</b>	<b>113</b>	<b>31</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>3</b>



<b>CapTel Minutes and Charges July 2009 – June 2010</b>		
Month	Minutes of Use	Charges (\$)
Jul	205,733.53	273,625.59
Aug	214,710.59	285,563.08
Sep	209,079.01	278,075.08
Oct	230,273.64	322,383.10
Nov	227,887.80	319,042.92
Dec	236,005.67	330,407.94
Jan	247,738.31	346,833.63
Feb	221,753.48	310,454.87
Mar	239,608.07	335,451.30
Apr	231,050.86	323,471.20
May	221,631.88	310,284.63
Jun	210,505.94	309,443.73
<b>Total</b>	<b>2,695,978.78</b>	<b>\$3,745,037.07</b>

