



*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  
Office of Telecommunications



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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 who are deaf, hard of hearing, speech impaired, or dual sensory impaired.<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

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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

telephone line, to listen to the other party speak and simultaneously read captions of what the other party is saying.

**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 impairment 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 was the national fund administrator for the interstate telecommunications relay service fund through June 30, 2011.

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

**Regional Distribution Centers.** Twenty-three non-profit agencies across Florida contracted by FTRI to provide equipment distribution services.

**RLSA.** Rolka Loube Saltzer Associates, LLC is the national fund administrator for the interstate telecommunications relay service fund effective July 1, 2011.

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

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

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



**TDD.** The Telecommunications Device for the Deaf is a type of machine that allows people who are deaf, hard of hearing, or speech impaired 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 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(9), 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 deaf, hard of hearing, deaf-blind, 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 deaf, hard of 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.

By Order No. PSC-12-0257-PAA-TP, issued May 25, 2012, in Docket No. 040763-TP, the Commission approved a Fiscal Year 2012-2013 budget of \$11,725,413 for FTRI, the administrator of the Florida relay program. This new budget allowed the Commission to maintain the TRS surcharge at \$0.11 per month for the fiscal year 2012-2013, effective July 1, 2012.

On May 31, 2012, the existing contract for the provider of Florida Relay service expired. Based on a competitive bid evaluation process, the Commission awarded the new relay provider contract to AT&T, effective June 1, 2012, for a period of three years ending May 31, 2015. The contract contains options to extend the contract for four additional one-year periods, and requires mutual consent by both parties to extend the contract. It is estimated the new contract will save \$1.5 million over the initial three year contract period. The winning AT&T bid included location of a new Relay Call Center in Miami, which opened August 14, 2012, bringing 44 new jobs to Florida.

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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.

On September 25, 2012, the Commission submitted Florida’s recertification application to the FCC, which contained documentation that Florida meets or exceeds all of the applicable mandatory minimum standards set forth in Code of Federal Regulations Section 64.604. States must seek recertification of their Relay programs from the FCC every five years. The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. The FCC will review the state recertification requests by May 2013, and will issue public notices and letter orders of certification reviews between May and July 2013.

The National Association for State Relay Administration (NASRA) Annual Conference was held in Orlando from October 21-24, 2012. Florida PSC Chairman Ronald A. Brisé was the keynote speaker at this national event. In his address to NASRA, Chairman Brisé stressed that Florida is, and will continue to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech disabled community in Florida. The conference was preceded by the Telecommunications Equipment Distribution Program Association (TEDPA) annual conference in Orlando October 16-20, 2012. The mission of TEDPA is for information exchange and to assist one another with the administration of specialized telecommunication equipment distribution programs for persons with disabilities.

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 2011-2012 fiscal year.

**Table 1. FTRI Financial Report**

<b>Account</b>	<b>7/01/11 – 6/30/12</b>
Total Revenue	\$9.0 million
Relay Services Expense	\$5.2 million
Equipment and Repairs	\$2.0 million
Equipment Distribution	\$1.2 million
Outreach	\$0.5 million
Administrative Expense	\$1.3 million
Revenue less Expenses	(\$1.2 million)*

\* The revenue shortfall will be offset by excess funds from the previous year.

Table 2 shows the number of pieces of relay equipment distributed from July 1, 2003 through June 30, 2012.

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

<b>Fiscal Year</b>	<b>Total Items Distributed</b>	<b>Average Per Month</b>
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
7/1/10 – 6/30/11	48,047	4,004
7/1/11 - 6/30/12	38,477	3,206

*\*The predominant single piece of equipment distributed is the volume control telephone for the hard of hearing. The decrease in distribution is primarily due to users transitioning to the more efficient technologies of IP Relay, VRS, IP CTS, CapTel captioning service, and Blackberry or palm wireless devices which the Florida Relay program does not distribute..*

Table 3 reflects the number of new recipients receiving equipment and training for the 2011-2012 fiscal year.

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

<b>Type of Recipient</b>	<b>7/01/11 – 6/30/12</b>
Deaf	36
Hard of Hearing	19,082
Speech Impaired	118
Dual Sensory Impaired	51
<b>Total</b>	<b>*19,287</b>

*\*The number of new recipients is lower than the number of pieces 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.*

Table 4 reflects the number of persons served each fiscal year by FTRI from 2006 through 2012. Additional information on each type of service can be found on page 22 of this report.

**Table 4. FTRI Persons Served**

<b>Fiscal Year</b>	<b>New</b>	<b>Modified</b>	<b>Exchange</b>	<b>Return</b>	<b>Follow-Up</b>	<b>Customer Calls</b>	<b>Total</b>
2006-2007	18,937	2,356	14,498	4,871	1,531	16,327	58,520
2007-2008	17,428	1,932	15,087	4,531	1,264	19,659	59,901
2008-2009	17,170	952	14,918	4,399	691	21,446	59,576
2009-2010	18,190	1,170	16,658	4,503	667	20,001	61,189
2010-2011	24,299	734	20,492	5,593	999	16,252	68,369
2011-2012	19,287	576	16,988	5,462	866	19,464	62,643

Table 5 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 5. TASA Surcharge History**

<b>Fiscal Year</b>	<b>Customer Surcharge</b>
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 15-17) provides the approved budget and actual expenses for FTRI for the fiscal year 2011-12 and the approved budget for fiscal year 2012-13. Appendix B (pages 19-43) 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 45-53) contains usage information on the various relay services compiled from Sprint and AT&T monthly reports.

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

The Sprint Communications Company, L.P. contract to provide Florida Relay Service expired May 31, 2012. On November 22, 2011, the Commission approved release of a Request for Proposal (RFP) for a Florida Relay provider beginning June 1, 2012.

Based on a competitive bid evaluation process, the Commission awarded the new relay provider contract to AT&T, effective June 1, 2012, for a period of three years ending May 31, 2015. The contract contains options to extend the contract for four additional one-year periods, and requires mutual consent by both parties to extend the contract. It is estimated the new contract will save \$1.5 million over the initial three year contract period. The winning AT&T bid included location of a new Relay Call Center in Miami, which opened August 14, 2012, bringing 44 new jobs to Florida.

By Order No. PSC-12-0257-PAA-TP, issued May 25, 2012, in Docket No. 040763-TP, the Commission approved a Fiscal Year 2012-2013 budget of \$11,725,413 for FTRI, the administrator of the Florida relay program. This new budget allowed the Commission to maintain the TRS surcharge at \$0.11 per month for the fiscal year 2012-2013, effective July 1, 2012.

## **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 deaf, hard of hearing, deaf-blind, 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 23 regional distribution centers conducted 886 outreach activities and signed up 24 new businesses as Relay Friendly Business Partners<sup>10</sup> during the last fiscal year.

Table 6 provides a listing of professionals involved with the certification of client applications for the 2011-2012 equipment distribution program, and Table 7 identifies the

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<sup>10</sup> Twenty-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 14,240 employees with those businesses.

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 its regional distribution centers, loans this equipment to qualified deaf, hard of hearing, deaf-blind, 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 6. 2011-2012 Eligibility Certifiers**

<b>Category of Certifier</b>	<b>Number of Approved Applications</b>
Deaf Service Center Director	8,718
Audiologist	6,830
Hearing Aid Specialist	2,797
Licensed Physician	651
State Certified Teacher	7
State Agency	4
Speech Pathologist	261
Federal Agency	19
<b>Total</b>	<b>19,287</b>

**Table 7. Equipment Distributed by FTRI**

<b>Equipment Distributed by FTRI</b>	<b>Units Distributed 7/1/10 - 6/30/11</b>	<b>Units Distributed 7/1/11 – 6/30/12</b>
1. Volume Control Telephones for Hearing Impaired (VCP)	44,324	35,583
2. Audible Ring Signalers (ARS)	1,844	1,302
3. Visual Ring Signalers (VRS)	752	561
4. Telecommunications Devices for the Deaf (TDD)	122	146
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.	1,005	885
<b>Total</b>	<b>48,047</b>	<b>38,477</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 8, traditional Relay minutes of use have been decreasing while CapTel minutes show a slight increase. In July 2011, there were 211,598 billable minutes of use for traditional relay calls, but in June 2012, the number of billable minutes of use declined to 115,486. Much of the decline is attributed to users changing from traditional relay or CapTel services to IP Relay, VRS, IP CTS, VoIP CapTel, and wireless devices.

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 \$0.76 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 2011 were 171,787, while for June 2012, the minutes of use were 181,730.

**Table 8. Traditional Relay and CapTel Service Minutes of Use**

Traditional Relay and CapTel Minutes of Use July 2011 – June 2012		
Month	Traditional Relay Minutes	CapTel Minutes
Jul	211,598	171,787
Aug	208,530	177,886
Sep	186,304	165,798
Oct	191,357	179,471
Nov	182,104	178,939
Dec	183,154	186,204
Jan	185,661	191,981
Feb	154,753	183,832
Mar	164,892	193,691
Apr	161,458	187,877
May	169,972	184,360
Jun	115,486	181,730

<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 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.

#### 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 deaf, hard-of-hearing, deaf-blind, 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 advisory committee can consist of up to ten individuals. The following table shows the current members of the TASA advisory committee.

**Table 9. 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 Becki Edmonston, long distance telecommunications company representative
Hearing Loss Association of America Florida	Richard Herring
Florida Association of the Deaf, Inc.	Louis J. Schwarz
Disability Rights Florida	Mr. Steve Howells

#### TASA Advisory Committee Meeting - April 27, 2012

At the April 27, 2012 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2012-2013 proposed 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 it would have on the Florida Relay program.

The TASA advisory committee was also briefed on Federal Communications Commission (FCC) Order DA 11-1931, released November 22, 2011. Order DA 11-1931 established a one-year transition period to allow a reasonable period for consumer outreach and education to transition consumers from toll free numbers to local numbers associated with the FCC's Internet-Based TRS. The transition period began November 22, 2011, and expired on November 21, 2012.

FTRI made a presentation on its FY 2012-2013 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 three percent decrease for this next fiscal year.<sup>12</sup> As of February 2012, FTRI had over 465,950 individuals in its client database. Outreach continues to be a large part of FTRI's efforts, and FTRI is planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida. When necessary, 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 2, 2012

The November 2, 2012 meeting included discussions of 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 committee was advised that, through Order DA 12-996, released June 26, 2012, the FCC adopted per-minute compensation rates to be paid from the Interstate Telecommunications Relay Services Fund for the 2012-13 Fund year for all forms of TRS. As of July 1, 2012, the per-minute rates for interstate TRS are:

- \$2.03 for interstate traditional TRS;
- \$3.16 for interstate Speech-to-Speech relay service;
- \$1.77 for interstate CTS and for IP CTS;
- \$1.29 for IP Relay;
- \$6.24 for Tier I (first 50,000 monthly VRS minutes) interim VRS rates;

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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.

- \$6.23 for Tier II (VRS minutes between 50,001 and 500,000) interim VRS rates; and,
- \$5.07 for Tier III (VRS minutes above 500,000) interim VRS rates.

The committee was also informed that the FCC, through Order DA 12-1644, released October 15, 2012, seeks comment on matters raised in recent filings submitted by CSDVRS, LLC, a VRS provider. The order explains that in order for the FCC to be in a position to set new rates as it moves forward with the next phase of VRS reform, it seeks comment on a proposal by the Fund administrator, Rolka Loube Saltzer Associates (RLSA), to modify VRS compensation rates.

## **V. STATE ACTIVITIES**

### Request for Proposal

Section 427.704(3)(a), Florida Statutes, requires the FPSC to select a provider of Telecommunications Relay Service taking into consideration the cost of providing relay service and the interest of the deaf, hard of hearing, and speech-impaired community in having access to a high-quality and technologically advanced telecommunications system. The commission shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into consideration the following:

1. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are hearing impaired or speech impaired;
2. The overall quality of the proposed telecommunications relay service;
3. The charges for the proposed telecommunications relay service system;
4. The ability and qualifications of the bidder to provide the proposed telecommunications relay service as outlined in the request for proposals;
5. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost;
6. Any proposed inclusion of provision of assistance to deaf persons with special needs to access the basic telecommunications system;
7. The ability to meet the proposed commencement date for the telecommunications relay service;
8. All other factors listed in the request for proposals.

On May 31, 2012, the existing contract for the provider of Florida Relay service expired. Based on a competitive bid evaluation process, the Commission awarded the new relay provider contract to AT&T, effective June 1, 2012, for a period of three years ending May 31, 2015. The contract contains options to extend the contract for four additional one-year periods, and requires mutual consent by both parties to extend the contract. It is estimated the new contract will save \$1.5 million over the previous relay contract. The winning AT&T bid included locating a new Relay Call Center in Florida, which opened in Miami on August 14, 2012, bringing 44 new jobs to Florida.

### Recertification

States must seek recertification of their Relay programs from the FCC every five years. The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories.

On September 25, 2012, the FPSC submitted Florida's recertification application to the FCC, which contained documentation that Florida meets or exceeds all of the applicable mandatory minimum standards set forth in Code of Federal Regulations Section 64.604. The FCC will review the state recertification requests by May 2013, and will issue public notices and letter orders of certification reviews between May and July 2013.

### National Association for State Relay Administration (NASRA) Annual Conference

NASRA is comprised of individuals who are directly involved in the administration or oversight of TRS for their respective states. NASRA members are typically state administrators or public service/public utilities commission employees. NASRA chose Florida for their 2012 annual conference. The annual conference is a unique event devoted exclusively to TRS. Attendees are able to connect with colleagues from around the country to discuss TRS policies, regulations, funding, outreach, future technologies, and to work for the advancement of equal access to telecommunications services for persons who are deaf, hard of hearing, deaf-blind, or speech disabled.

The conference was held in Orlando from October 21-24, 2012. Florida PSC Chairman Ronald A. Brisé was the keynote speaker at this national event. In his address to NASRA, Chairman Brisé stressed that Florida is, and will continue to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech disabled community in Florida. The conference was preceded by the Telecommunications Equipment Distribution Program Association (TEDPA) annual conference in Orlando October 16-20, 2012. The mission of TEDPA is for information exchange and to assist one another with the administration of specialized telecommunication equipment distribution programs for persons with disabilities.

## 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.

In June 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 recommending that if VRS becomes a mandated service of TRS, it should continue to be funded through the Interstate TRS Fund, and if state funding of intrastate VRS is mandated, it should not occur until the FCC resolves the fraudulent use of VRS. The comments also suggested that 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 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. The FPSC's August 18, 2010 comments can be reviewed at: <http://fjallfoss.fcc.gov/ecfs/document/view?id=7020708842>. The FCC decision is pending.

### FCC TRS Orders Released in 2012

In Order No. DA 12-918, released June 13, 2012, the Consumer and Governmental Affairs Bureau and the Wireline Competition Bureau (the Bureaus) *sua sponte* grant a waiver of Section 64.613(a)(4) of the Commission's rules,<sup>13</sup> for the limited purpose of allowing the current TRS Fund Administrator, Rolka Loube Saltzer Associates, "read-only" access to the TRS Numbering Directory, administered by the TRS Numbering Administrator.<sup>14</sup> Section 64.613(a)(4) currently allows only iTRS providers and the TRS Numbering Administrator to access the TRS Numbering Directory. This waiver will ensure that, in carrying out its Fund administration obligations, the TRS Fund Administrator can effectively review call detail records (CDRs) and other information submitted by TRS providers seeking reimbursement from the TRS Fund.

In Order No. DA 12-996, released June 26, 2012, the FCC adopted per-minute compensation rates to be paid from the Interstate Telecommunications Relay Services Fund (Fund) for the 2012-13 Fund year for all forms of TRS.<sup>15</sup> Except for the rates for

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<sup>13</sup> 47 C.F.R. § 64.613(a)(4).

<sup>14</sup> The current TRS Numbering Administrator is Neustar, Inc.

<sup>15</sup> TRS, created by Title IV of the Americans with Disabilities Act of 1990 (ADA), enables an individual with a hearing or speech disability to communicate by telephone or other device through the telephone

video relay service,<sup>16</sup> these rates are based on the proposals of the current Fund administrator, Rolka Loube Saltzer Associates.

By Order No. FCC 12-71, released June 29, 2012, the FCC took action to curb the misuse of IP Relay by prohibiting providers of IP Relay from providing service (other than handling emergency calls to 911 services) to new registrants until a new user's registration information is verified. Further, the order stated that it is the FCC's intention to adopt additional measures addressing misuse of IP Relay in future orders.

By Order No. DA 12-1844, released November 20, 2012, the FCC adopted a Consent Decree entered into between the Enforcement Bureau (Bureau) of the FCC and Video Relay Service Provider CSDVRS, LLC (CSDVRS). The parties agreed that CSDVRS would pay nearly \$1.4 million to settle investigations into alleged improper use of the FCC's TRS Fund.

## VII. CONCLUSION

The FPSC will continue to be responsive to the needs of the Deaf, Hard of Hearing, Deaf-Blind, and Speech-Impaired Community in Florida. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 23 regional distribution centers conducted 886 outreach activities and signed up 24 new businesses as Relay Friendly Business Partners during the last fiscal year.

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. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service. The FPSC continues to place emphasis on service quality by monitoring relay service quality through testing of relay operator typing and CapTel telephone captioning.

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system. See 47 U.S.C. § 225(a)(3) (defining TRS); see also section 103 of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), Pub. L. No. 111-260, 124 Stat. 2751 (2010), as codified in various sections of 47 U.S.C., and amended by Pub. L. No. 111-265, 124 Stat. 2795 (2010) (making technical corrections to the CVAA). TRS is provided in a variety of ways. Interstate TRS calls, and all Internet Protocol (IP) based TRS calls, both intrastate and interstate, are compensated from the Fund. See, e.g., *Provision of Improved Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket 98-67, Declaratory Ruling and Second Further Notice of Proposed Rule Making, 17 FCC Rcd 7779, 7784-86, ¶¶ 15-22 (2002) (declining to apply jurisdictional separation of costs to Internet Protocol Relay Service (IP Relay), and directing the Fund administrator to reimburse all IP Relay minutes from the Fund).

<sup>16</sup> VRS is a form of TRS that enables a relay user who uses American Sign Language (ASL) to communicate on the nation's telephone system by accessing a communications assistant (CA) through a video-to-video link over broadband services; the CA relays the call between the ASL user and the other party to the call. See 47 C.F.R. § 64.601(a)(27).

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# **Appendix A**

## **FTRI Budget for 2011-2012 and 2012- 2013 Fiscal Years**

**FTRI Budget for 2010-2011 and 2011-2012 Fiscal Years**

	<b>Commission Approved Budget 2011-2012 \$</b>	<b>Actual Revenue And Expenses 2011-2012 \$</b>	<b>Commission Approved Budget 2012-2013 \$</b>
<b>Operating Revenue</b>			
<i>Surcharges</i>	9,553,960	9,006,443	8,979,396
<i>Interest Income</i>	84,440	58,229	33,459
<i>NDBEDP</i>	0	0	458,832
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	9,638,400	9,064,672	9,471,687
<i>Surplus Account</i>	11,871,064	16,667,034	12,293,694
<b>GRAND TOTAL FUNDS</b>	<b>21,509,464</b>	<b>25,731,706</b>	<b>21,765,381</b>
<b>CATEGORY I. Operating Expenses/ Relay Services</b>			
<i>Sprint Relay/AT&amp;T</i>	<b>5,908,164</b>	<b>5,217,531</b>	<b>4,791,636</b>
<b>CATEGORY II. Equipment &amp; Repairs</b>			
<i>TDD Equipment</i>	0	0	0
<i>Large Print TDDs</i>	11,400	0	5,700
<i>VCO/HCO – TDD</i>	5,000	0	6,000
<i>VCO Telephone</i>	13,776	2,461	4,960
<i>Dual Sensory Equipment</i>	103,925	2,453	20,000
<i>CapTel Phone Equipment</i>	110,000	52,465	88,000
<i>VCP Hearing Impaired</i>	2,897,980	1,875,250	2,547,880
<i>VCP Speech Impaired</i>	21,516	9,402	18,038
<i>TeliTalk Speech Aid</i>	54,000	12,600	45,000
<i>Jupiter Speaker Phone</i>	69,700	0	37,500
<i>In-Line Amplifier</i>	2,240	367	1,000
<i>ARS/VRS Signaling Equipment</i>	79,919	44,941	50,700
<i>Accessories &amp; Supplies</i>	10,000	0	10,000
<i>Telecom Equipment Repair</i>	79,327	31,214	65,000
<i>Remaining Basis on Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY II</b>	<b>3,458,783</b>	<b>2,031,163</b>	<b>2,899,778</b>
<b>CATEGORY III. Equipment Distribution &amp; Training</b>			
<i>Freight-Telecom Equipment Regional Distribution Centers</i>	41,000	26,820	39,000
<i>Workshop Expense</i>	1,711,662	1,166,982	1,378,088
<i>Training Expense</i>	10,000	53,235	70,000
<i>Training Expense</i>	15,000	0	10,000
<b>TOTAL CATEGORY III</b>	<b>1,777,662</b>	<b>1,247,037</b>	<b>1,497,088</b>

	<b>Commission Approved Budget 2011-2012</b>	<b>Actual Revenue And Expenses 2011-2012</b>	<b>Commission Approved Budget 2012-2013</b>
	\$	\$	\$
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	737,903	521,823	684,503
<b>TOTAL CATEGORY IV</b>	<b>737,903</b>	<b>521,823</b>	<b>684,503</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	4,000	4,240	5,600
<i>Accounting/Auditing</i>	30,633	25,341	25,392
<i>Legal</i>	72,000	72,000	72,000
<i>Computer Consultation</i>	73,274	73,274	49,560
<i>Bank Charges</i>	0	0	0
<i>Dues &amp; Subscriptions</i>	4,047	3,048	4,187
<i>Furn. &amp; Equip. Purchase</i>	11,325	2,160	2,450
<i>Less: Capitalized Portion</i>	0	0	0
<i>Depreciation</i>	0	9,670	0
<i>Office Equipment Lease</i>	2,500	1,735	2,330
<i>Insurance- Health/ Life/Disability/Other</i>	299,745	273,554	303,215
<i>Office Expense</i>	17,578	12,584	17,413
<i>Postage</i>	19,393	8,571	16,822
<i>Printing</i>	3,955	1,112	2,893
<i>Rent</i>	102,088	96,857	90,156
<i>Utilities</i>	13,013	6,951	8,400
<i>Retirement</i>	82,962	69,145	80,960
<i>Employee Compensation</i>	578,288	514,778	563,543
<i>Accrued Leave Expense</i>	0	3,324	0
<i>Temporary Employment</i>	24,000	113	21,600
<i>Taxes – Payroll</i>	51,601	47,083	43,189
<i>Telephone</i>	24,240	19,687	24,039
<i>Travel &amp; Business</i>	23,439	12,776	22,295
<i>Equipment Maintenance</i>	1,985	613	1,669
<i>Employee Training/Dev</i>	8,415	2,155	7,158
<i>Meeting Expense</i>	3,850	5,273	1,891
<i>Remaining Basis of Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY V</b>	<b>1,452,331</b>	<b>1,266,044</b>	<b>1,393,576</b>
<b>CATEGORY VI. NDBEDP</b>			
<i>NDBEDP Expense</i>	0	0	458,832
<b>TOTAL CATEGORY VI.</b>	<b>0</b>	<b>0</b>	<b>458,832</b>
<b>GRAND TOTAL EXPENSES</b>	<b>13,334,843</b>	<b>10,283,598</b>	<b>11,725,413</b>

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## Florida Telecommunications Relay, Inc.



### Annual Report 2011 - 2012

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 2011/2012. Here are a few highlights:

- 43,179 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 19,287 new clients received service.
- 23,892 existing clients received modify, exchange, return, or follow-up service.
- 38,477 pieces of specialized telecommunications equipment were distributed.
- Processed 19,464 customer service calls.
- Mailed 1,001 applications to individuals requesting them.
- Processed more than 147,790 EDP forms.
- 886 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 2,055 off-site telephone equipment distributions.
- 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 2011/2012 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.

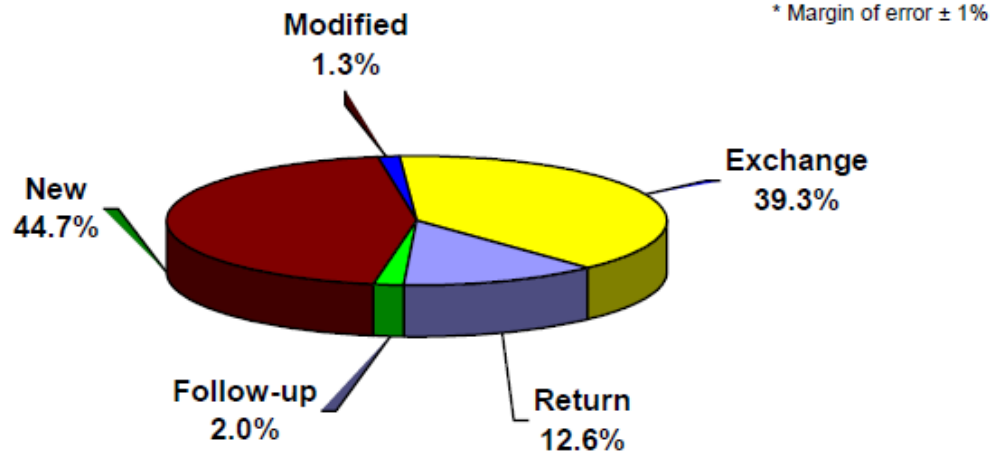
FTRI contracted with twenty-three non-profit agencies to provide services as Regional Distribution Centers (RDCs). In these areas persons who are deaf, hard of hearing, or speech impaired have applications certified and processed (**New** service), and receive equipment and training, and are supplied 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 2011/2012 was 43,179\*. The average number of EDP services provided monthly was 3,598.

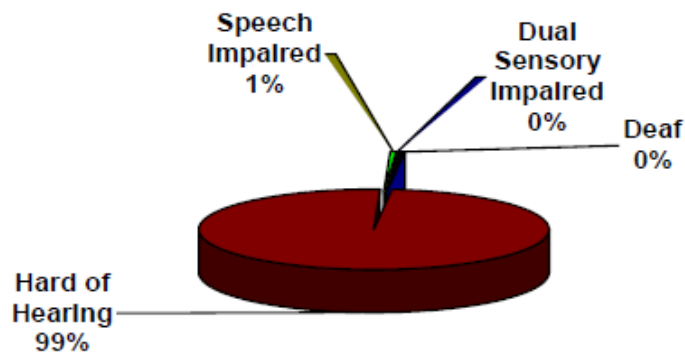


## New Client Eligibility

FTRI served 19,287 new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	36
Hard of Hearing	19,082
Speech Impaired	118
Dual Sensory Impaired	51
<b>Total</b>	<b>*19,287</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	8,718
Audiologist	6,830
Hearing Aid Specialist	2,797
Licensed Physician	651
State Certified Teacher	7
State Agency	4
Speech Pathologist	261
Federal Agency	19
<b>Total</b>	<b>19,287</b>

## New Client Age Groups

The 2011/2012 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	13
10 – 19	29
20 – 29	38
30 – 39	84
40 – 49	243
50 – 59	737
60 – 69	2,549
70 – 79	5,510
80 – 89	7,507
90 – 99	2,479
100 – 109	93
DOB not provided	5
<b>Total</b>	<b>19,287</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>
Alachua	292	Lake	357
Baker	11	Lee	691
<b>Bay</b>	194	Leon	306
Bradford	24	Levy	37
<b>Brevard</b>	434	Liberty	13
<b>Broward</b>	2,551	Madison	17
Calhoun	21	<b>Manatee</b>	298
<b>Charlotte</b>	354	Marion	591
<b>Citrus</b>	304	Martin	194
<b>Clay</b>	72	Monroe	14
<b>Collier</b>	192	Nassau	48
<b>Columbia</b>	59	<b>Okaloosa</b>	153
<b>Dade</b>	1,639	Okeechobee	26
DeSoto	25	<b>Orange</b>	397
Dixie	13	Osceola	48
<b>Duval</b>	582	<b>Palm Beach</b>	2,584
<b>Escambia</b>	322	<b>Pasco</b>	644
<b>Flagler</b>	138	<b>Pinellas</b>	1,159
Franklin	11	Polk	700
Gadsden	47	Putnam	37
Gilchrist	17	<b>Santa Rosa</b>	143
Glades	5	<b>Sarasota</b>	618
<b>Gulf</b>	33	<b>Seminole</b>	168
Hamilton	13	<b>St. Johns</b>	118
Hardee	14	<b>St. Lucie</b>	265
<b>Hendry</b>	12	<b>Sumter</b>	174
<b>Hernando</b>	290	<b>Suwannee</b>	87
<b>Highlands</b>	110	Taylor	37
<b>Hillsborough</b>	563	Union	11
<b>Holmes</b>	14	<b>Volusia</b>	627
<b>Indian River</b>	167	Wakulla	37
Jackson	52	<b>Walton</b>	48
Jefferson	20	<b>Washington</b>	39
Lafayette	6		
		<b>Total</b>	<b>19,287</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. Dialogue RC 200
10. TeliTalk Telephone
11. 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.

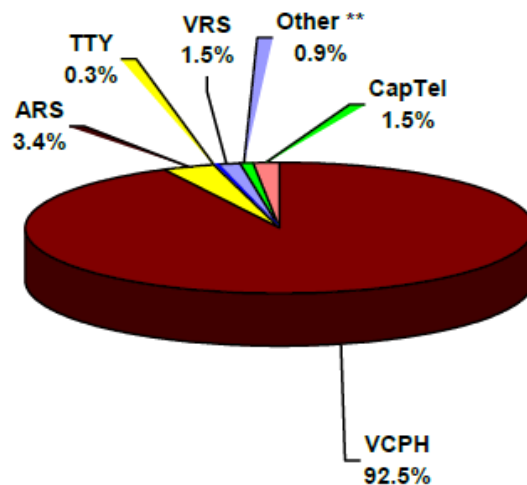
## Equipment Vendors

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 2011/2012 numbered 38,477\* units. The monthly equipment distribution average was 3,206.



\*\* More than three percent of all distributed equipment in fiscal year 2011/2012 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 twenty-three percent of new clients served were mailed quality assurance surveys. Of the approximately 4,345 questionnaires sent during this fiscal year, FTRI received 1,674 responses for a nearly thirty-nine percent return rate. Ninety-one percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.

FTRI implemented an electronic (email) version of the quality assurance survey beginning in May 2012. The opportunity for clients to receive and complete the survey within a day after receiving FTRI services is new and innovative method for FTRI. Results from this new method will be published in the next annual report.



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 highlights some of the activities that were conducted.

<b>Outreach Activities</b>
FTRI / RDC conducted 886 outreach activities throughout the state
FTRI published and mailed 9,000 "New Location" postcards in the Lakeland area for RDC #19 and 30,000 "New Location" postcards in the Tampa Bay area for RDC 12
Administered a statewide print media campaign in Fall 2011 and Spring 2012 using customized RDC ads covering 15 major markets. The combined circulations of the newspapers in the campaign total 28,431,739
24 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 14,240 employees through the BPP
Added 199 new Service Providers to the FTRI Service Provider Database
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, FCEC, FCOA, FDBA) for outreach activities
Contracted with the Florida Cable Telecommunications Association for statewide broadcast of the 711 Relay PSA "Photo Album." FCTA's PSA program guarantees a minimum of 3:1 match.
Created and distributed 63 plexiframes with individualized flyers to the 23 Regional Distribution Centers
Hosted a series of events to promote Deaf Awareness in the Tallahassee area
Continued distribution of a monthly E-newsletter for RDC staff
Developed an aggressive posting schedule for FTRI's Facebook account
Developed and implemented web-based training programs for RDC staff on important topics relative to the FTRI program
Launched a Twitter account
Provided approximately 1,151 (EDP) and 287 (Outreach) hours of comprehensive training to RDCs during this fiscal year
Planned the 2012 FTRI "Training the Trainer" conference for the RDCs



<p>Contributed articles for publication in HLA-FL, FAD, FLAA, FCOA, FAHSA, Florida Department of Elder Affairs, Florida Agency for Persons with Disabilities, and the Florida Health Care Association</p>
<p>Exhibited and distributed phones at the statewide American Legion Annual Convention</p>
<p>Launched an email Quality Assurance survey for clients who provided an email address</p>
<p>Conducted a presentation at the Tri-County Association of the Deaf introducing AT&amp;T Relay as the new statewide relay provider</p>

**FTRI – Equipment Distribution Program**

FTRI advertised in the major market newspapers throughout the state.

**Loud & Clear - and FREE**

Florida residents with a hearing loss are eligible to receive a free amplified phone from the non-profit Florida Telecommunications Relay, Inc. Cordless and corded phones for persons with mild to severe hearing loss are available at 23 distribution centers statewide. Limit one per customer.



For information and distribution events in your area:

**Center for Hearing and Communication**  
2900 W. Cypress Creek Road, Ft. Lauderdale, FL 33309  
954-601-1930 Parking & entrance located in back of building  
Walk-ins Tues. & Thurs, 9am - 12pm or 1pm - 4pm  
or call for an appointment | [www.ftri.org/broward](http://www.ftri.org/broward)

**Center for Independent Living of Broward**  
4800 North State Rd 7, Bldg F, Ste 10, Ft. Lauderdale, FL 33319  
954-722-6400 | 9am - 4pm, Mon - Fri. | By Appointment Only  
[www.ftri.org/broward](http://www.ftri.org/broward)

**Deaf Service Center of Palm Beach County**  
Appointments available at many convenient locations throughout the county.  
561-802-3353 | [www.ftri.org/wpb](http://www.ftri.org/wpb)  
By Appointment Only



**Florida Telecommunications FTRI Relay, Inc.**

FTRI clients: Phones are exchanged if your hearing has changed or your FTRI phone is not working properly. Please bring your FTRI phone with you for an exchange.

**Loud & Clear - and FREE**

Florida residents with a hearing loss are eligible to receive a free amplified phone from the non-profit Florida Telecommunications Relay, Inc. Cordless and corded phones for persons with mild to severe hearing loss are available at 23 distribution centers statewide. Limit one per customer.



**Center for Independent Living of North Central Florida**  
3445 NE 34th Street | Ocala, FL 34470  
352-368-3788

**Citrus Hearing Impaired Program Services**  
8960 SW Hwy 200, Suite 2  
Ocala, FL 34481  
352-368-4070 (V/TTY)

**Deaf and Hearing Services of Lake and Sumter Counties**  
220 South 9th Street  
Leesburg, FL 34788  
352-323-0757  
[www.ftri.org/marion](http://www.ftri.org/marion)

FTRI clients: Phones are exchanged if your hearing has changed or your FTRI phone is not working properly. Please bring your FTRI phone with you for an exchange.

**Florida Telecommunications FTRI Relay, Inc.**

**ALTO Y CLARO, Y ADEMÁS, GRATIS**

Los residentes de Florida con pérdida auditiva son elegibles para recibir un teléfono amplificado gratuito de la compañía sin fines de lucro Florida Telecommunications Relay, Inc. Hay disponibles teléfonos con cable e inalámbricos para personas con pérdida auditiva de leve a grave, en 23 centros de distribución localizados en todo el estado. Sólo se entregará un equipo por cliente.



Para más información y eventos de distribución en su área:

**Hearing and Speech Center of Florida**  
9425 SW 72 Street, Suite 261 | Miami, Florida 33175  
786-406-7426

**Center for Independent Living of South Florida**  
6660 Biscayne Boulevard | Miami, Florida 33158  
305-751-8025  
[www.ftri.org/dade](http://www.ftri.org/dade)



**Florida Telecommunications FTRI Relay, Inc.**

Clientes de FTRI: Los equipos se cambian si su audición ha cambiado o si su teléfono FTRI no funciona bien. Traiga el equipo de FTRI para el cambio.



FTRI published 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.

**New Location:**  
Deaf & Hearing Connection of Tampa Bay  
12445 62nd Street North, #302  
Largo, Florida 33773

We hope that you are enjoying FTRI's special telephone. If you have any questions or problems, please visit us at this new location.

Esperamos que estén disfrutando con el uso del teléfono especial de FTRI. Si tienen alguna pregunta o algún problema, por favor vengan a nuestro local nuevo.

[www.ftri.org/largo](http://www.ftri.org/largo) | 727-399-9983 (Pinellas) | 813-952-6625 (Hillsborough)

**New Location:**  
Central Florida Speech and Hearing Center  
3020 Lakeland Highlands Road  
Lakeland, Florida 33803-4338

We hope that you are enjoying FTRI's special telephone. If you have any questions or problems, please visit us at this new location.

Esperamos que estén disfrutando con el uso del teléfono especial de FTRI. Si tienen alguna pregunta o algún problema, por favor vengan a nuestro local nuevo.

[www.ftri.org/lakeland](http://www.ftri.org/lakeland) | 863-686-3189 (V/TTY)

### Florida Relay

The Florida Relay PSA aired throughout the state on cable channels in major media markets. Below is an excerpt taken from a Florida Relay “Photo Album” PSA.

Mom, I really miss Grandma. We had so much fun on our trip.

Dial 7-1-1

First dial 7-1-1. When the operator answers, give them grandma's number.

To make a Florida Relay call, dial 7-1-1. Or visit ftri.org to learn more.



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

FTRI partnered with 199 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 474,000 Florida residents have been provided with telecommunications equipment and support services of which 395,830 are active.

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**Florida Telecommunications  
Relay, Inc.**

**Financial Statements**

June 30, 2012

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

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

## INDEPENDENT AUDITORS' REPORT

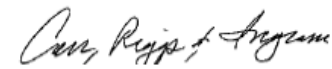
Board of Directors  
Florida Telecommunications Relay, Inc.  
Tallahassee, Florida

We have audited the accompanying statement of financial position of the Florida Telecommunications Relay, Inc. (a nonprofit organization) as of June 30, 2012, 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, 2012, 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 on page 8 is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to auditing procedures applied in the audit of the financial statements and certain additional procedures including comparing and reconciling such information directly to underlying accounting records used to prepare the financial statements or to the financial statements themselves, and other procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

  
September 14, 2012

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

<i>June 30,</i>	<b>2012</b>
<b>Assets</b>	
Current assets	
Cash and cash equivalents	\$ 15,480,328
Accounts receivable	882,897
Prepaid expenses	2,872
Total current assets	16,366,097
Property and equipment - at cost	
Office furniture	45,910
Office equipment	108,299
Dual sensory equipment	80,273
Total	234,482
Less: accumulated depreciation	(210,014)
Net property and equipment	24,468
Other assets	
Total	8,939
Total assets	\$ 16,399,504
<b>Liabilities and Net Assets</b>	
Current liabilities	
Accounts payable	\$ 912,717
Accrued leave payable	38,679
Total current liabilities	951,396
Net assets	
Unrestricted net assets	15,448,108
Total liabilities and net assets	\$ 16,399,504

See accompanying notes to financial statements.

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

<i>Year ended June 30,</i>	<b>2012</b>
<b>Revenues</b>	
Surcharge revenue	\$ 9,006,443
Investment earnings	58,229
<b>Total revenues</b>	<b>9,064,672</b>
<b>Expenses</b>	
Category I - Relay service	5,217,531
Category II - Equipment & repair	2,031,163
Category III - Equipment distribution	1,247,037
Category IV - Outreach expenses	521,823
Category V - General & administrative expenses	1,266,044
<b>Total expenses</b>	<b>10,283,598</b>
Change in unrestricted net assets	(1,218,926)
Net assets, beginning of year	16,667,034
<b>Net assets, end of year</b>	<b>\$ 15,448,108</b>

See accompanying notes to financial statements.

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

<i>Year ended June 30,</i>	<b>2012</b>
<b>Cash flows from operating activities:</b>	
Cash from surcharge revenues	\$ 9,006,443
Investment earnings	58,229
Cash paid for goods and services	(10,701,236)
<hr/>	
Net cash used in operating activities	(1,636,564)
<b>Cash flows from investing activities:</b>	
Acquisition of fixed assets	(5,652)
<hr/>	
Net cash used in investing activities	(5,652)
<hr/>	
<b>Net decrease in cash</b>	<b>(1,642,216)</b>
<hr/>	
<b>Cash at beginning of year</b>	<b>17,122,544</b>
<hr/>	
<b>Cash at end of year</b>	<b>\$ 15,480,328</b>
<hr/>	
<b>Cash used in operating activities:</b>	
Change in net assets	\$ (1,218,926)
Adjustments to reconcile change in net assets to net cash used in operating activities:	
Depreciation	9,670
Changes in operating assets and liabilities:	
Accounts receivable	2,279
Prepaid expenses	(137)
Accrued leave	3,324
Accounts payable	(432,774)
<hr/>	
Net cash used in operating activities	\$ (1,636,564)
<hr/>	

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 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 capitalizes property and equipment purchased with a cost greater than \$500.

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.

***Advertising Costs***

Advertising costs are expensed as incurred. Advertising expense totaled \$4,240 for the year ended June 30, 2011.

**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, 2012 was \$69,145.

**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. At June 30, 2012 the Organization had deposits at financial institutions in excess of FDIC insured limits.

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.

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

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**NOTE 5 – INCOME TAXES**

Effective January 1, 2009, the Organization implemented the new accounting requirements associated with uncertainty in income taxes using the provisions of Financial Accounting Standards Board (FASB) ASC 740, *Income Taxes*. Using that guidance, tax positions initially need to be recognized in the financial statements when it is more-likely-than-not the positions will be sustained upon examination by the tax authorities. It also provides guidance for derecognition, classification, interest and penalties, accounting in interim periods, disclosure and transition. As of June 30, 2012, the Organization has no uncertain tax positions that qualify for either recognition or disclosure in the financial statements.

The federal and State of Florida income tax returns of the Organization are subject to examination by the Internal Revenue Service, generally for three years after they are filed.

**Supplementary Information**

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

<i>Year ended June 30,</i>	<b>2012</b>
<b>Category I - Relay Service</b>	
Dual party relay provider	\$ 5,217,531
<b>Category II - Equipment and Repair</b>	
VCP hearing impaired	754,302
VCPH cordless	1,119,238
VCPS-RC200	1,710
Dual sensory equipment	2,453
CapTel equipment	52,475
VCP speech impaired	9,402
In-line amplifiers	367
VCO telephone	2,461
ARS/VRS signaling equipment	44,941
TeliTalk Speech aid phone	12,600
Telecommunications equipment repair	31,214
<b>Subtotal - Category II</b>	<b>2,031,163</b>
<b>Category III - Equipment Distribution</b>	
Freight/Telecommunications equipment	26,820
Regional distribution centers	1,166,982
Workshop expense	53,235
<b>Subtotal - Category III</b>	<b>1,247,037</b>
<b>Category IV - Outreach</b>	
Outreach expenses	521,823
<b>Category V - General and Administrative</b>	
Advertising	4,240
Accounting/Auditing	25,341
Legal	72,000
Computer consultation	73,274
Dues and subscriptions	3,048
Furniture and equipment purchased	2,160
Depreciation	9,670
Office equipment lease	1,735
Insurance - health, life, disability & other	273,554
Office expenses	12,584
Postage	8,571
Printing	1,112
Rent	96,857
Retirement	69,145
Employee compensation	514,778
Accrued leave expense	3,324
Payroll taxes	47,083
Temporary employment	113
Telephone and fax	19,687
Travel and business expense	12,776
Utilities	6,951
Equipment maintenance	613
Employee training	2,155
Meeting and interpreter expense	5,273
<b>Subtotal - Category V</b>	<b>1,266,044</b>
<b>Total expenses</b>	<b>\$ 10,283,598</b>

See independent auditors' report.

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**APPENDIX C**

**Florida Relay Service Information: Sprint and AT&T**

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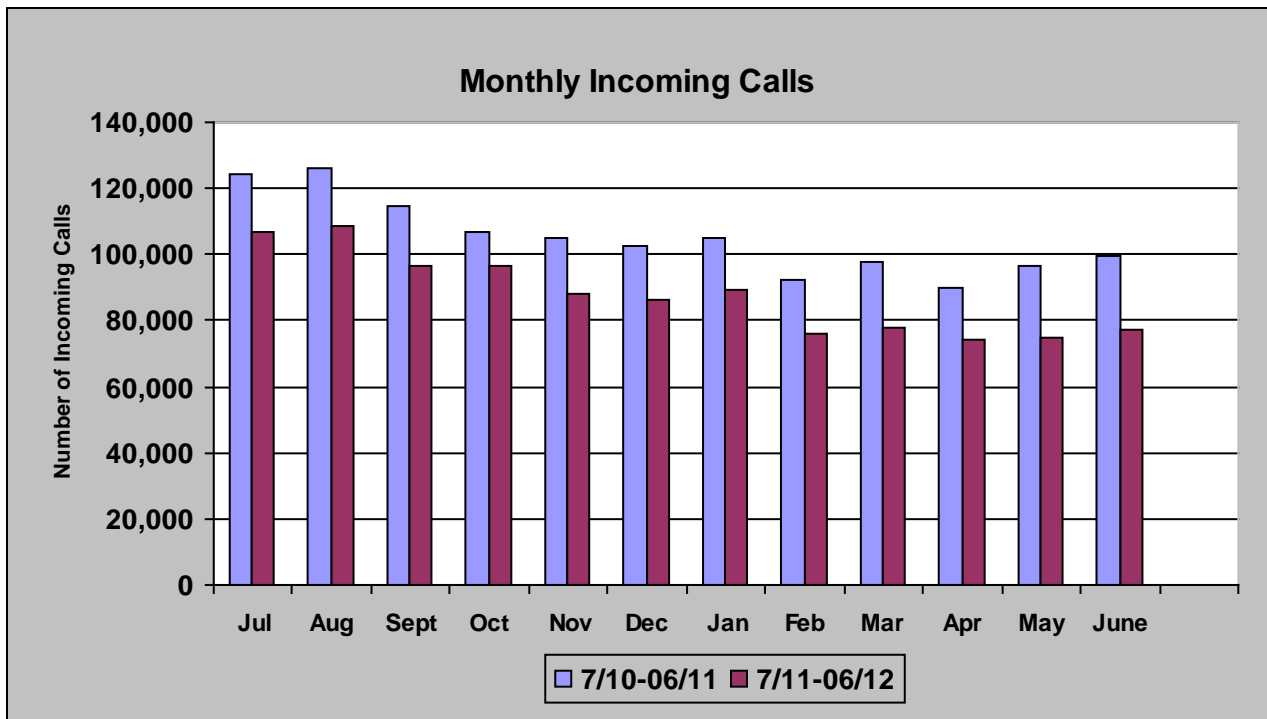
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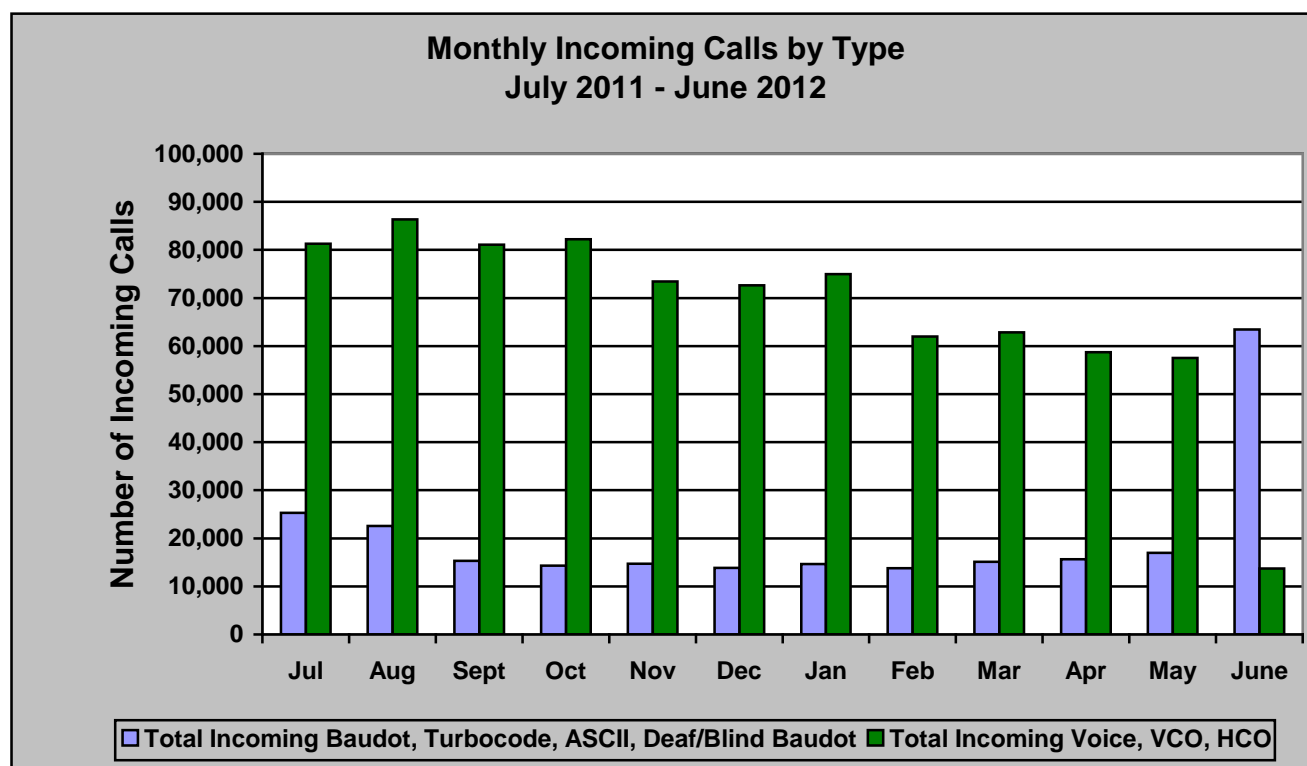
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Monthly Incoming Calls			
Total Incoming Calls July 2010 – June 2011		Total Incoming Calls July 2011 – June 2012	
Jul	124,412	Jul	106,595
Aug	125,977	Aug	108,883
Sep	114,447	Sep	96,372
Oct	106,979	Oct	96,531
Nov	105,068	Nov	88,144
Dec	102,367	Dec	86,505
Jan	104,800	Jan	89,598
Feb	92,428	Feb	75,809
Mar	98,015	Mar	78,020
Apr	89,970	Apr	74,376
May	96,845	May	74,543
Jun	99,846	Jun	77,125
<b>Total</b>	<b>1,261,154</b>	<b>Total</b>	<b>1,052,501</b>

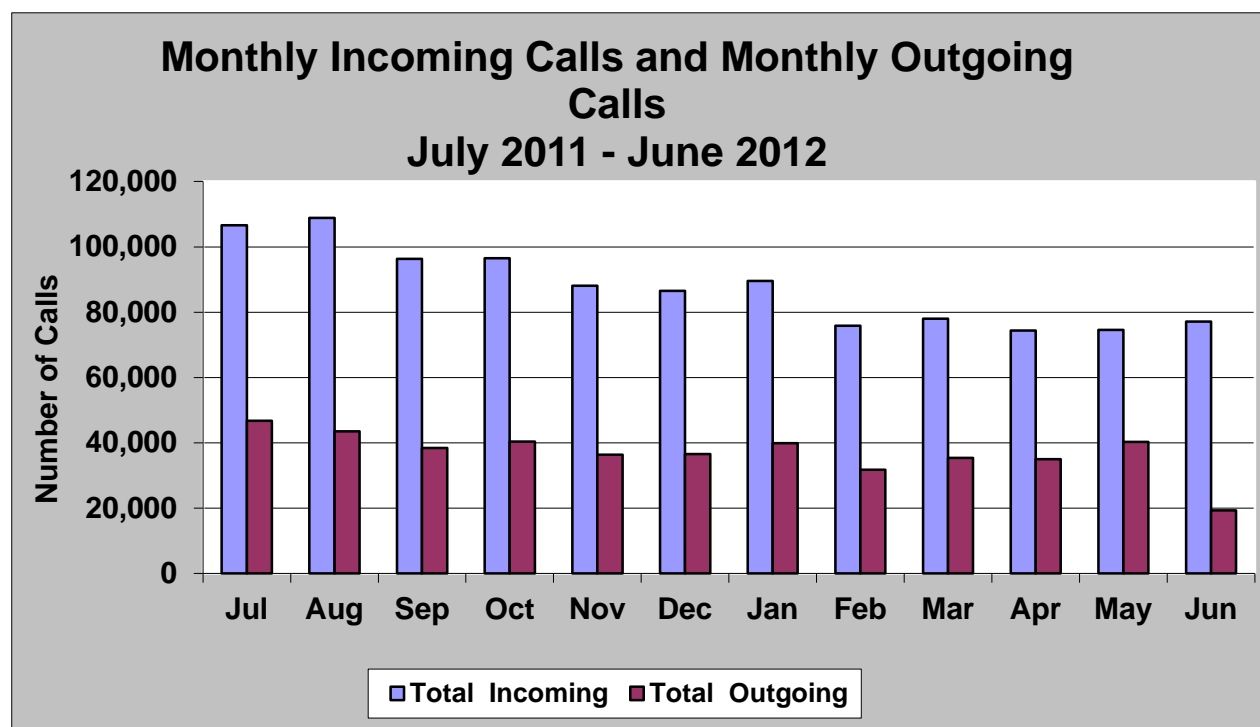




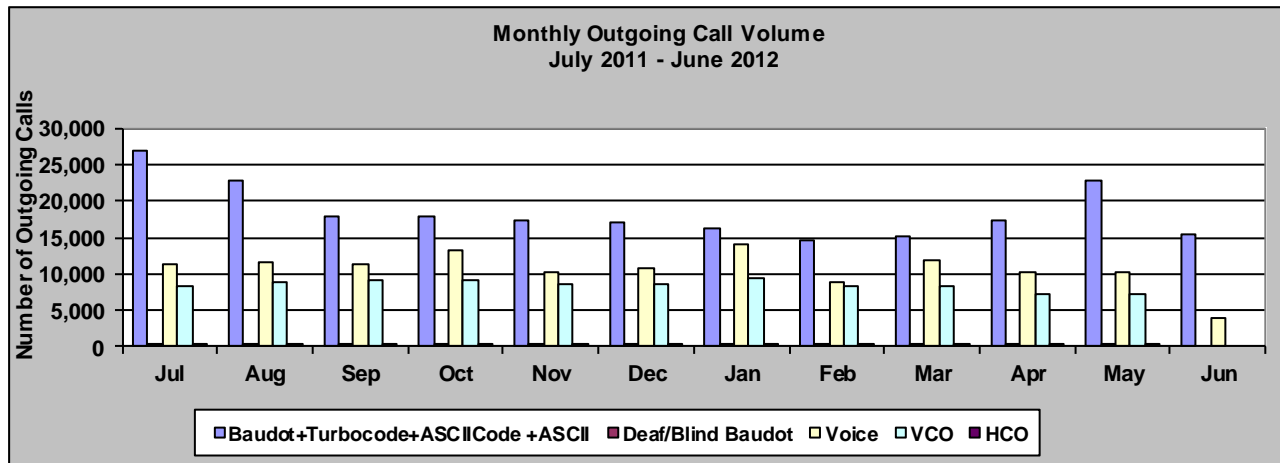
Monthly Incoming Calls by Type July 2011 – June 2012									
	Incoming Baudot	Incoming Turbocode	Incoming ASCII	Incoming Deaf/Blind Baudot	Total Incoming Baudot, Turbocode, ASCII, Deaf/Blind Baudot	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming Voice, VCO, HCO
July	18,625	6,036	635	23	25,319	73,941	7,113	222	81,276
Aug	16,950	4,976	598	13	22,537	79,096	7,082	168	86,346
Sept	10,891	3,937	444	10	15,282	73,876	7,033	181	81,090
Oct	10,117	3,686	483	13	14,299	75,050	7,032	150	82,232
Nov	10,936	3,278	490	14	14,718	66,472	6,778	176	73,426
Dec	9,886	3,361	594	20	13,861	65,725	6,724	195	72,644
Jan	10,531	3,453	611	59	14,654	67,476	7,297	171	74,944
Feb	10,173	3,011	605	12	13,801	55,246	6,598	165	62,008
March	11,819	2,808	509	6	15,142	55,992	6,712	174	62,878
April	12,064	3,024	543	9	15,640	52,937	5,654	145	58,736
May	13,636	2,956	405	13	17,010	51,602	5,772	159	57,533
June	62,977	0	443	0	63,240	6,848	6,754	103	13,705
<b>Total</b>	<b>198,605</b>	<b>40,526</b>	<b>6,360</b>	<b>192</b>	<b>245,683</b>	<b>724,261</b>	<b>80,549</b>	<b>2,009</b>	<b>806,818</b>



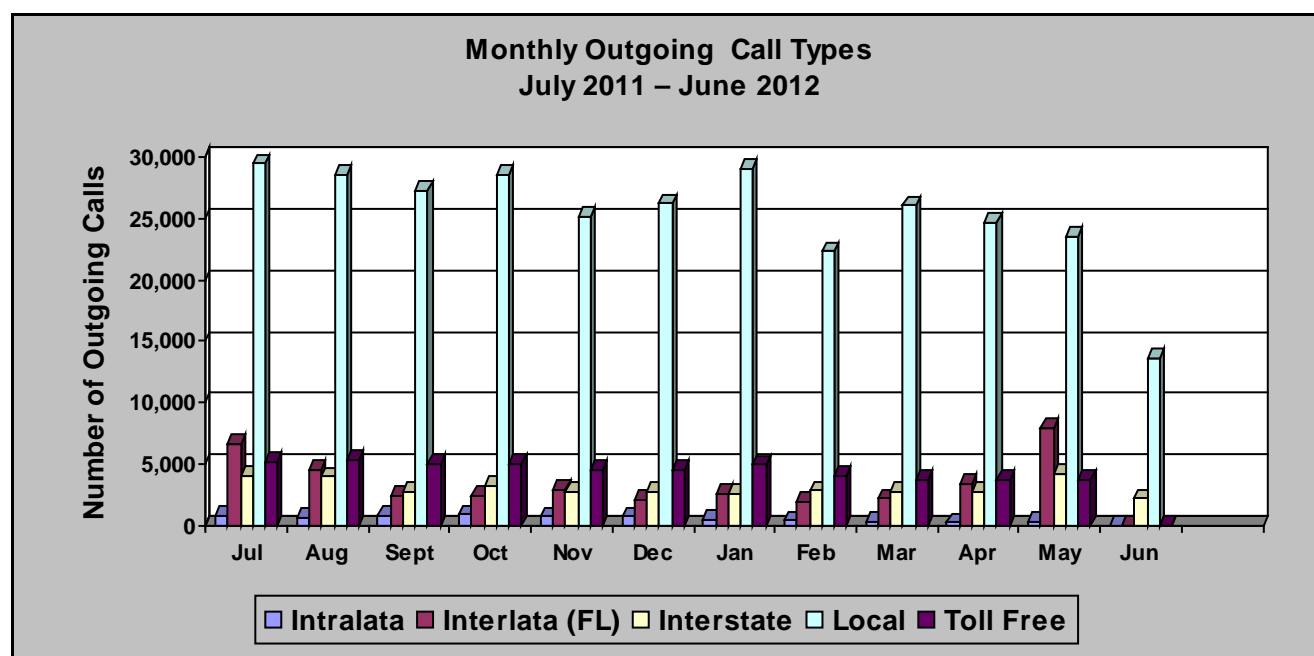
<b>Monthly Incoming and Monthly Outgoing Calls July 2011 – June 2012</b>				
	<b>Total Incoming</b>	<b>Incomplete Outgoing</b>	<b>Complete Outgoing</b>	<b>Total Outgoing</b>
Jul	106,595	11,754	34,957	46,711
Aug	108,883	10,562	32,925	43,487
Sep	96,372	9,287	29,120	38,407
Oct	96,531	9,918	30,451	40,369
Nov	88,144	7,801	28,582	36,383
Dec	86,505	7,807	28,798	36,605
Jan	89,598	9,222	30,727	39,949
Feb	75,809	6,495	25,315	31,810
Mar	78,020	7,915	27,488	35,403
Apr	74,376	7,762	27,264	35,026
May	74,543	8,493	31,827	40,320
Jun	77,125	2,560	16,717	19,277
<b>Total</b>	<b>1,052,501</b>	<b>99,576</b>	<b>344,171</b>	<b>443,747</b>



Monthly Outgoing Call Volume July 2011 – June 2012									
	Outgoing Baudot	Turbo Code	Outgoing ASCII	Baudot +Turbo Code +ASCII	Outgoing Deaf/ Blind Baudot	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jul	21,156	5,165	514	26,835	9	11,334	8,319	214	46,711
Aug	17,420	4,989	483	22,892	19	11,633	8,769	174	43,487
Sep	11,852	5,615	364	17,831	12	11,385	8,988	191	38,407
Oct	11,835	5,586	393	17,814	14	13,323	9,057	161	40,369
Nov	12,574	4,448	417	17,434	9	10,160	8,584	191	36,383
Dec	11,263	5,328	465	17,056	20	10,712	8,585	232	36,605
Jan	10,610	5,012	488	16,110	77	14,066	9,490	206	39,949
Feb	9,518	4,602	459	14,579	13	8,776	8,277	165	31,810
Mar	10,652	4,042	400	15,094	5	11,883	8,226	195	35,403
Apr	12,306	4,653	417	17,376	10	10,164	7,236	240	35,026
May	17,925	4,473	301	22,699	13	10,280	7,141	187	40,320
Jun	15,235	0	243	15,478	0	3,799	0	0	19,277
<b>Total</b>	<b>162,346</b>	<b>53,913</b>	<b>4,944</b>	<b>221,203</b>	<b>201</b>	<b>127,515</b>	<b>92,672</b>	<b>2,156</b>	<b>443,747</b>



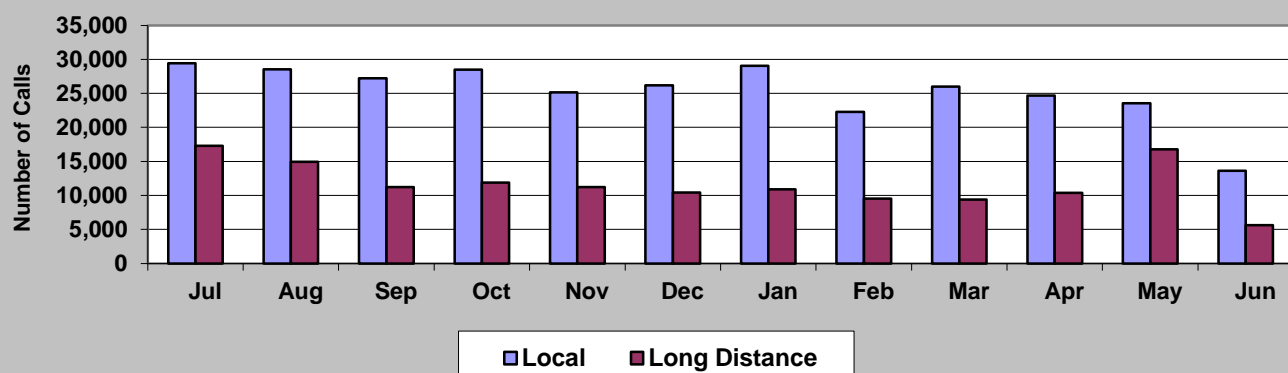
Monthly Outgoing Call Types July 2011 – June 2012							
Month	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC,Dir Assistance, Internat'l)	Total Outgoing
Jul	29,427	838	6,701	4,093	5,245	407	46,711
Aug	28,537	639	4,519	3,976	5,367	449	43,487
Sep	27,196	767	2,425	2,726	5,030	263	38,407
Oct	28,482	909	2,459	3,296	5,013	210	40,369
Nov	25,166	754	2,935	2,752	4,591	185	36,383
Dec	26,190	754	2,154	2,776	4,525	206	36,605
Jan	29,043	496	2,545	2,652	4,956	257	39,949
Feb	22,282	427	2,007	2,842	4,087	165	31,810
Mar	26,015	277	2,213	2,828	3,770	300	35,403
Apr	24,658	253	3,409	2,741	3,699	266	35,026
May	23,530	294	7,920	4,266	3,717	593	40,320
Jun	13,627	0	0	2,202	3,445	3	19,277
<b>Total</b>	<b>304,153</b>	<b>6,408</b>	<b>39,287</b>	<b>37,150</b>	<b>53,445</b>	<b>3,304</b>	<b>443,747</b>



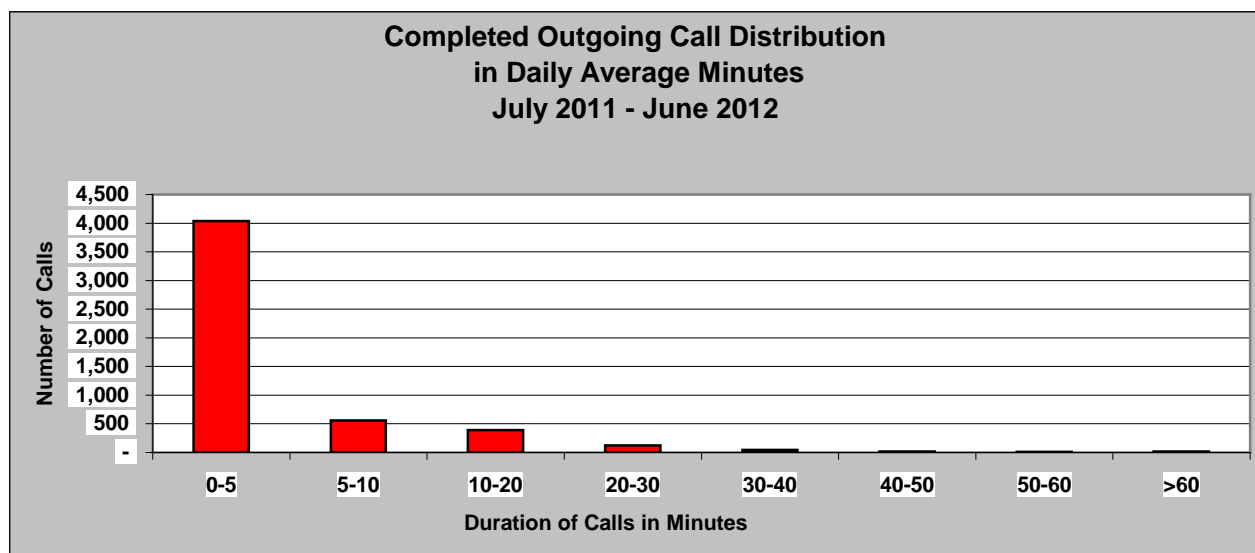
**Monthly Outgoing Local vs. Long Distance Calls  
July 2011 – June 2012**

Month	Local	Total Long Distance	Intralata/ Toll Free	Interlata/ Intrastate	Interstate/ Toll Free	International/ Misc.
Jul	29,427	17,284	3,408	6,701	4,093	407
Aug	28,537	14,950	3,269	4,519	3,976	449
Sep	27,196	11,211	3,232	2,425	2,726	263
Oct	28,482	11,887	3,365	2,459	3,296	210
Nov	25,166	11,217	3,004	2,935	2,752	185
Dec	26,190	10,415	2,971	2,154	2,776	206
Jan	29,043	10,906	2,924	2,545	2,652	257
Feb	22,282	9,528	2,430	2,007	2,842	165
Mar	26,015	9,388	2,124	2,213	2,828	300
Apr	24,658	10,368	2,066	3,409	2,741	266
May	23,530	16,790	2,115	7,920	4,266	593
Jun	13,627	5,650	1,688	0	2,202	3
<b>Total</b>	<b>304,153</b>	<b>139,594</b>	<b>32,596</b>	<b>39,287</b>	<b>64,407</b>	<b>3,304</b>

**Monthly Outgoing Local vs. Long Distance Calls  
July 2011 - June 2012**



Completed Outgoing Call Distribution in Daily Average Minutes July 2011 – June 2012								
In Minutes								
Month	0-5	5-10	10-20	20-30	30-40	40-50	50-60	>60
Jul	912	124	88	25	8	4	2	3
Aug	848	122	85	24	8	4	2	3
Sep	757	102	71	22	8	3	2	3
Oct	791	106	75	24	9	4	2	3
Nov	731	103	74	26	9	4	2	3
Dec	711	104	74	24	8	4	2	3
Jan	782	99	71	23	7	4	2	3
Feb	675	96	66	21	8	3	2	2
Mar	693	94	62	23	8	3	1	2
Apr	712	93	67	22	7	3	2	2
May	815	99	74	24	7	3	2	3
Jun	306	306	56	19	6	3	2	2
<b>Average</b>	<b>8,733</b>	<b>1,448</b>	<b>863</b>	<b>277</b>	<b>93</b>	<b>42</b>	<b>23</b>	<b>32</b>



<b>CapTel Minutes and Charges July 2011 – June 2012</b>		
<b>Month</b>	<b>Minutes of Use</b>	<b>Charges (\$)</b>
Jul	171,787	\$264,552
Aug	177,886	\$273,944
Sep	165,798	\$255,328
Oct	179,471	\$276,386
Nov	178,939	\$275,566
Dec	186,204	\$286,754
Jan	191,981	\$295,651
Feb	183,832	\$283,101
Mar	193,691	\$298,284
Apr	187,878	\$289,331
May	184,360	\$283,915
Jun*	181,730	\$267,143
<b>Total</b>	<b>2,183,557</b>	<b>\$3,349,955</b>

\* As of June 1, 2012, AT&T began providing Florida relay service. CapTel session minute cost changed from \$1.54 per session minute to \$1.47 per session minute.

