



*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 corporation¹ 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,² (2) to distribute and maintain specialized telecommunications devices,³ and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.⁴ 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.⁵ 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

¹ 427.704(2), Florida Statutes

² 427.705(1)(d)&(g), Florida Statutes

³ 417.705(1)(a), Florida Statutes

⁴ 427.705(1)(a)-(b), Florida Statutes

⁵ 427.706, Florida Statutes

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

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.⁶

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.

Provider. The entity that provides relay service.⁷

Regional Distribution Centers. Twenty-two 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.

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.

⁶ 427.704(1), Florida Statutes

⁷ 427.704(3)(a), Florida Statutes

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.⁸ 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.⁹ 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-13-0240-PAA-TP, issued June 3, 2013, in Docket No. 110013-TP, the Commission approved a Fiscal Year 2013-2014 budget of \$10,110,295 for FTRI, the administrator of the Florida relay program. This new budget allows the Commission to maintain the telecommunications relay service (TRS)¹⁰ surcharge at \$0.11 per month for the fiscal year 2013-2014, effective July 1, 2013.

⁸ 2013 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

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

¹⁰ 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 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 Interstate Telecommunications Relay Service 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

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 2012-2013 fiscal year.

Table 1. FTRI Financial Report

Account	7/01/12 – 6/30/13
Total Revenue	\$8.8 million
Relay Services Expense	\$4.1 million
Equipment and Repairs	\$1.6 million
Equipment Distribution	\$1.2 million
Outreach	\$0.6 million
Administrative Expense	\$1.2 million
Revenue less Expenses	(\$0.1 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, 2013.

Table 2. FTRI Equipment Distribution History*

Fiscal Year	Total Items Distributed	Average Per Month
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
7/1/12 – 6/30/13	31,726	2,643

**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 technologies of IP Relay, VRS, IP CTS, CapTel captioning service, and Blackberry or palm wireless devices which the Florida Relay program does not distribute.*

Relay Service (IP Relay), and directing the Federal TRS Fund Administrator to reimburse all IP Relay minutes from the Fund).

Table 3 reflects the number of new recipients receiving equipment and training for the 2012-2013 fiscal year.

Table 3. New Recipients of Equipment and Training

Type of Recipient	7/01/12 – 6/30/13
Deaf	42
Hard of Hearing	14,854
Speech Impaired	91
Dual Sensory Impaired	91
Total	*15,078

**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

Fiscal Year	New	Modified	Exchange	Return	Follow-Up	Customer Calls	Total
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
2012-2013	15,078	474	14,519	5,399	985	23,495	59,950

Table 5 provides a historical view of the TASA surcharge collected monthly from each local exchange telecommunications company subscriber's basic telecommunications access line since July 1, 1999.

Table 5. 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 financial and 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 2012-13 and the approved budget for fiscal year 2013-14. Appendix B (pages 19-44) 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 AT&T Services, Inc. monthly reports.

I. RECENT DEVELOPMENTS OF THE TELECOMMUNICATIONS ACCESS SYSTEM

Based on a competitive bid evaluation process, the Commission awarded the relay provider contract to AT&T Services, Inc., 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 Services, Inc. bid included location of a new Relay Call Center in Miami, which opened August 14, 2012, bringing 44 new jobs to Florida.

In November 2013, AT&T Services, Inc. notified PSC staff that, as a matter of corporate strategy, it will exit the Relay market in all states. AT&T Services, Inc. plans to continue providing Relay service in Florida through its current contract period, which ends May 31, 2015. In addition, AT&T Services, Inc. will continue to operate its national Relay call center in Miami until it exits the relay business.

By Order No. PSC-13-0240-PAA-TP, issued June 3, 2013, in Docket No. 110013-TP, the Commission approved a Fiscal Year 2013-2014 budget of \$10,110,295 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 2013-2014, effective July 1, 2013.

II. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT

To be in compliance with Section 427.704(9), Florida Statutes (F.S.), 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 22 regional distribution centers conducted 830 outreach activities and signed up 22 new businesses as Relay Friendly Business Partners¹¹ during the last fiscal year.

Table 6 provides a listing of professionals involved with the certification of client applications for the 2012-2013 equipment distribution program, and Table 7 identifies the

¹¹ Twenty-two 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 1,238 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. Certifiers are responsible for determining if a person is deaf and qualifies for the equipment.

Table 6. 2012-2013 Eligibility Certifiers

Category of Certifier	Number of Approved Applications
Deaf Service Center Director	6,820
Audiologist	5,320
Hearing Aid Specialist	2,285
Licensed Physician	520
State Certified Teacher	1
State Agency	5
Speech Pathologist	122
Federal Agency	5
Total	15,078

Table 7. Equipment Distributed by FTRI

Equipment Distributed by FTRI	Units Distributed 7/1/11 – 6/30/12	Units Distributed 7/1/12 – 6/30/13
1. Volume Control Telephones for Hearing Impaired (VCP)	35,583	29,156
2. Audible Ring Signalers (ARS)	1,302	1,110
3. Visual Ring Signalers (VRS)	561	508
4. Telecommunications Devices for the Deaf (TDD)	146	127
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.	885	285
Total	38,477	31,186

III. RELAY CALLING VOLUME

As can be seen in Table 8, traditional relay minutes of use and CapTel¹² minutes of use decreased between July 2012 and June 2013. Specifically, traditional relay minutes of use decreased by nineteen percent and CapTel minutes decreased by thirteen percent. Further, traditional relay minutes of use have experienced a greater decline than CapTel minutes of use. In July 2012, there were 113,818 billable minutes of use for traditional relay calls, but in June 2013, the number of billable minutes of use declined to 91,576. CapTel minutes of use for July 2012 were 180,030, while for June 2013, the minutes of use were 156,993. Much of the decline is attributed to users changing from traditional relay or CapTel services to Internet Protocol (IP) Relay,¹³ Video Relay Service (VRS),¹⁴ Internet Protocol Captioned Telephone Service (IP CTS),¹⁵ and wireless devices. The highest minutes of use were in October when the minutes of use were 124,341 and 191,387 for relay and CapTel respectively.

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.

¹² 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.

¹³ Internet Protocol Relay is a text-based Telecommunications Relay Service that uses the Internet Protocol based Internet rather than a traditional public switched telephone service connection to communicate.

¹⁴ 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).

¹⁵ Internet Protocol Captioned Telephone Service is an Internet-based form of telecommunications relay service that permits an individual who can speak, but who has difficulty hearing, to use a telephone and an Internet Protocol-enabled device via the Internet to simultaneously listen to the other party and read captions of what the other party is saying. With Internet Protocol Captioned Telephone Service, the connection carrying the captions between the relay service provider and the relay service user is via the Internet. With Florida's CapTel service, the connection carrying the captions between the relay service provider and the relay service user is via the landline telephone network.

Table 8. Traditional Relay and CapTel Service Minutes of Use

Traditional Relay and CapTel Minutes of Use July 2012 – June 2013		
Month	Traditional Relay Minutes	CapTel Minutes
Jul	113,818	180,030
Aug	117,777	185,577
Sep	105,397	169,334
Oct	124,341	191,387
Nov	102,393	182,710
Dec	96,588	181,048
Jan	104,439	190,756
Feb	90,301	168,842
Mar	98,208	180,888
Apr	97,563	167,788
May	94,734	164,313
Jun	91,576	156,993
Total	1,237,135	2,119,666

IV. ADVISORY COMMITTEE

In accordance with Section 427.706, Florida Statutes, the PSC established 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

Recommending Organization	Name of Member
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 26, 2013

At the April 26, 2013 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2013-2014 proposed budget, Florida Relay traffic trends, service quality testing, and CapTel service. The TASA advisory committee was updated on the FCC’s interim steps taken to address misuse of IP CTS. Specifically, an overview of FCC Order 13-13, released January 25, 2013, was presented.

FTRI made a presentation on its FY 2013-2014 budget. FTRI acknowledged that its 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 the next fiscal year.¹⁶ FTRI also states that 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 three million potential clients in Florida.

¹⁶ 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.

TASA Advisory Committee Meeting – October 25, 2013

The October 25, 2013 meeting was held at the Betty Easley Conference Center in Tallahassee, Florida. The topics discussed included a FPSC presentation on recent FCC and FPSC actions regarding relay service, a presentation by FPSC audit staff on its recent performance audit of FTRI, a presentation by FTRI on its 2012-2013 Annual Report, and a presentation by AT&T Services, Inc. on its operations, including call volumes for TRS and CapTel service. FPSC staff shared details on Order DA 13-1530, Released July 8, 2013. Through the order, the FCC granted a five year recertification to the Florida TRS program pursuant to Title IV of the Americans with Disabilities Act.

FPSC staff also updated the committee on the FCC's proposed rulemaking to have states incur the intrastate costs of IP CTS, and the financial impact it would have on the Florida Relay program. Specifically, FPSC staff discussed Order FCC 13-118, Released August 26, 2013, in which the FCC established permanent rules and sought further comment on issues adversely impacting IP CTS. Lastly, FPSC staff discussed comments filed by the FPSC on September 27, 2013, in response to the FCC's request for comments in IP CTS.

The FPSC's Office of Auditing and Performance Analysis presented its Review of Florida Telecommunications Relay Incorporated, released in September 2013. The audit examined FTRI's current programs, administrative processes, internal controls, and compliance with federal and state laws. A total of seven audit findings were made, and each finding was discussed in detail.

FTRI's Annual Report presentation included details on its operations, including client servicing, equipment distribution, and outreach activities. FTRI's presentation also included information on the operations of contracted services through Regional Distribution Centers, and an update on the National Deaf-Blind Equipment distribution Program.

AT&T Services, Inc. presented updates on TRS and CapTel minutes of use, and outreach activities to promote the Florida Relay. The data presented showed a continued decline in minutes of use for both TRS and CapTel for fiscal year 2012-2013. AT&T Services, Inc. also informed the Committee of 17 outreach events attended from May 10, 2013 through October 17, 2013.

V. STATE ACTIVITIES

FPSC Comments to the FCC Regarding IP CTS

On August 26, 2013, the FCC released a Report and Order and Further Notice of Proposed Rulemaking (FCC 13-118) regarding IP CTS. In the Further Notice of Proposed Rulemaking (FNPRM), the FCC is proposing to transfer responsibilities for administering and overseeing IP CTS to state TRS programs. Among other things, this

would transfer the responsibility for registering and certifying the eligibility of new IP CTS users from providers to the state relay programs. The FCC also asks for comments on whether captioned telephone service such as CapTel in Florida and IP CTS should be mandated services to ensure all states will participate in the provision of these services. Further, the FCC is proposing that states assume the costs of providing intrastate IP CTS.

On September 3, 2013, the FNPRM was published in the Federal Register announcing a comment due date of October 18, 2013, and a reply comment due date of November 18, 2013. The FPSC submitted comments in response to the FNPRM regarding IP CTS. In its comments, the FPSC encouraged the FCC to consider the following:

1. The FCC should provide IP CTS minutes and number of IP CTS units by state as soon as possible so states can make informed decisions on possible migration of IP CTS to state relay programs;
2. If state funding of intrastate IP CTS is mandated, it should not occur until the FCC is assured that problems noted in the IP CTS Interim Order¹⁷ are corrected;
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 IP CTS;
4. If a decision is made to require states to assume intrastate IP CTS costs, the FCC must allow time for states to make legislative changes; and,
5. Mandating IP CTS 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.

FPSC Audit of FTRI Operations

In September 2013, the FPSC's Office of Auditing and Performance Analysis completed an audit to examine FTRI's current programs, administrative processes, internal controls, and compliance with federal and state laws. The audit was conducted at the request of the Commission's Office of Telecommunications. The full report is on the FPSC's website, and can be accessed through the following link: <http://www.floridapsc.com/publications/reports.aspx>. The audit identified seven findings and presented the following recommendations to improve FTRI's programs:

- Finding 1: FTRI has improved its operational effectiveness and efficiency through the implementation and enhancement of the Applied Information Management System in 2012.

¹⁷ In the Matter of Misuse of Internet Protocol (IP) Captioned Telephone Service. CG Docket No. 13-24. Order FCC 13-13, Released January 25, 2013.

Finding 2: Competition from cellular and Internet Protocol technologies, combined with declines in TRS minute usage present major budget challenges.

Recommendation: FTRI should limit outreach and equipment distribution events by Regional Distribution Center to those FTRI believes to be the most effective for educating, generating new clients, and serving existing ones.

Recommendation: FTRI should carefully target its marketing and outreach efforts, using Regional Distribution Center input in the selection of media options to customize local marketing efforts.

Finding 3: FTRI's cost of serving each client continues to grow over time despite past budget reduction efforts.

Recommendation: FTRI should increase efforts to reduce expenditures in the areas of personnel, equipment, and outreach.

Finding 4: FTRI does not currently set specific quantitative outreach goals for itself and does not encourage quantitative goal-setting for Regional Distribution Centers.

Recommendation: FTRI should establish statewide quantitative outreach goals, and work with RDCs to encourage them to set individual quantitative outreach goals.

Finding 5: Presently no comprehensive methods exist for evaluating Regional Distribution Centers.

Recommendation: FTRI should consider establishing a set of evaluative measures to assess performance, identify best practices, and seek to raise the level of Regional Distribution Center performance.

Finding 6: FTRI believes that continuing the administration of the National Deaf-Blind Equipment Distribution Program by FTRI may not be cost-effective.

Recommendation: FTRI should gather data and perform necessary analysis to support a re-assessment of the efficiency and effectiveness of its continued administration of the National Deaf-Blind Equipment Distribution Program.

Finding 7: FTRI has used the same accounting firm to complete its audits for five years.

Recommendation: FTRI should consider rotation of audit firms and partners as outlined in the Sarbanes-Oxley Act.

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. 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. 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.

In Order No. DA 12-918, released June 13, 2012, the FCC granted a waiver of FCC rules,¹⁸ for the limited purpose of allowing the current federal TRS Fund Administrator, Rolka Loube Saltzer Associates, “read-only” access to the TRS Numbering Directory, administered by the TRS Numbering Administrator.¹⁹ The current rule allows only Internet-based TRS providers and the TRS Numbering Administrator to access the TRS Numbering Directory. This waiver will ensure that the federal TRS Fund Administrator can effectively review call detail records and other information submitted by TRS providers seeking reimbursement from the federal 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 TRS Fund (Fund) for the 2012-13 Fund

¹⁸ 47 C.F.R. § 64.613(a)(4).

¹⁹ The current TRS Numbering Administrator is Neustar, Inc.

year for all forms of TRS. Except for the rates for VRS, these rates are based on the proposals of the current Fund administrator.

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 states 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 FCC and VRS Provider CSDVRS, LLC. The parties agreed that CSDVRS would pay nearly \$1.4 million to settle investigations into alleged improper use of the Federal TRS Fund.

On January 25, 2013, the FCC released Order No. FCC 13-13. Through the Order and Notice of Proposed Rulemaking, the FCC took interim steps to address questionable practices related to the provision and marketing of IP CTS. The practices caused a dramatic increase in reimbursement requests, and the FCC was concerned that such practice would be a threat to the long term viability of the federal TRS Fund. Interim rules were established, and a comment cycle was established to begin the process of establishing permanent rules.

On August 26, 2013, the FCC released Order No. FCC 13-118. The Report and Order and Further Notice of Proposed Rulemaking allowed the FCC take the next step in addressing the practices related to IP CTS. Specifically, the FCC adopted permanent rules to address the problems identified in Order No FCC 13-13, and sought further comment on implementation of practices to address the problem.

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 22 regional distribution centers conducted 830 outreach activities and signed up 22 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 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.

Appendix A

FTRI Budget for 2012-2013 and 2013-2014 Fiscal Years

FTRI Budget for 2012-2013 and 2013-2014 Fiscal Years

	Commission Approved Budget 2012-2013 \$	Actual Revenue And Expenses 2012-2013 \$	Commission Approved Budget 2013-2014 \$
Operating Revenue			
<i>Surcharges</i>	8,979,396	8,559,959	8,270,823
<i>Interest Income</i>	33,459	54,650	41,753
<i>NDBEDP</i>	458,832	154,390	458,832
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	9,471,687	8,768,999	8,771,408
<i>Surplus Account</i>	12,293,694	15,448,108	11,444,256
GRAND TOTAL FUNDS	21,765,381	24,217,107	20,215,664

CATEGORY I. Operating Expenses/ Relay Services

<i>AT&T/Sprint</i>	4,791,636	4,056,133	3,846,539
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CATEGORY II. Equipment & Repairs

<i>Loss on disposal of fixed assets</i>	0	757	0
<i>VCPH cordless</i>	0	1,088,406	0
<i>VCPS-RC200</i>	0	465	0
<i>Large Print TDDs</i>	5,700	0	5,000
<i>VCO/HCO – TDD</i>	6,000	0	6,000
<i>VCO Telephone</i>	4,960	2,092	3,720
<i>Dual Sensory Equipment</i>	20,000	0	20,000
<i>CapTel Phone Equipment</i>	88,000	34,430	55,000
<i>VCP Hearing Impaired</i>	2,547,880	433,287	2,275,486
<i>VCP Speech Impaired</i>	18,038	8,891	31,840
<i>TeliTalk Speech Aid</i>	45,000	12,000	33,000
<i>Jupiter Speaker Phone</i>	37,500	0	30,000
<i>In-Line Amplifier</i>	1,000	300	1,000
<i>ARS/VRS Signaling Equipment</i>	50,700	37,642	46,400
<i>Accessories & Supplies</i>	10,000	0	10,000
<i>Telecom Equipment Repair</i>	65,000	19,055	26,000
TOTAL CATEGORY II	2,899,778	1,637,325	2,543,446

CATEGORY III. Equipment Distribution & Training

<i>Freight-Telecom Equipment</i>	39,000	66,901	55,000
<i>Regional Distribution Centers</i>	1,378,088	1,035,980	1,122,390
<i>Workshop Expense</i>	70,000	64,318	0
<i>Training Expense</i>	10,000	566	20,000
TOTAL CATEGORY III	1,497,088	1,167,765	1,197,390

	Commission Approved Budget 2012-2013 \$	Actual Revenue And Expenses 2012-2013 \$	Commission Approved Budget 2013-2014 \$
CATEGORY IV. Outreach			
<i>Outreach Expense</i>	684,503	611,647	684,503
TOTAL CATEGORY IV	684,503	611,647	684,503
CATEGORY V. General & Administrative			
<i>Advertising</i>	5,600	952	5,600
<i>Accounting/Auditing</i>	25,392	23,439	23,646
<i>Legal</i>	72,000	71,500	72,000
<i>Computer Consultation</i>	49,560	28,588	19,040
<i>Dues & Subscriptions</i>	4,187	3,170	4,285
<i>Furn. & Equip. Purchase</i>	11,400	2,259	12,700
<i>Depreciation</i>	0	9,086	0
<i>Office Equipment Lease</i>	2,330	1,856	2,074
<i>Insurance- Health/ Life/Disability/Other</i>	310,738	305,355	363,657
<i>Office Expense</i>	17,413	16,013	17,449
<i>Postage</i>	16,822	7,647	11,660
<i>Printing</i>	2,893	739	2,078
<i>Rent</i>	90,156	89,994	90,148
<i>Utilities</i>	8,400	6,426	8,084
<i>Retirement</i>	80,960	75,901	77,547
<i>Employee Compensation</i>	563,543	486,275	552,326
<i>Temporary Employment</i>	21,600	3,347	17,200
<i>Taxes-Payroll</i>	43,189	43,571	42,254
<i>Taxes-Unemployment Comp</i>	6,426	0	2,810
<i>Taxes-Licenses</i>	65	0	65
<i>Telephone</i>	24,039	19,014	21,322
<i>Travel & Business</i>	22,295	12,622	19,234
<i>Equipment Maintenance</i>	1,669	1,382	1,741
<i>Employee Training/Dev</i>	7,158	1,575	5,665
<i>Meeting Expense</i>	5,741	6,573	7,000
TOTAL CATEGORY V	1,393,576	1,217,284	1,379,585
CATEGORY VI. NDBEDP			
<i>NDBEDP Expense</i>	458,832	154,390	458,832
TOTAL CATEGORY VI.	458,832	154,390	458,832
GRAND TOTAL EXPENSES	11,725,413	8,844,544	10,110,295

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Florida Telecommunications Relay, Inc.



Annual Report 2012 - 2013

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 2012/2013. Here are a few highlights:

- 36,480 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 15,078 new clients received service.
- 21,402 existing clients received modify, exchange, return, or follow-up service.
- 31,726 pieces of specialized telecommunications equipment were distributed.
- Processed 23,495 customer service calls.
- Mailed 1,534 applications to individuals requesting them.
- Verified more than 101,576 EDP forms.
- 830 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 1,977 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 2012/2013 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.





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

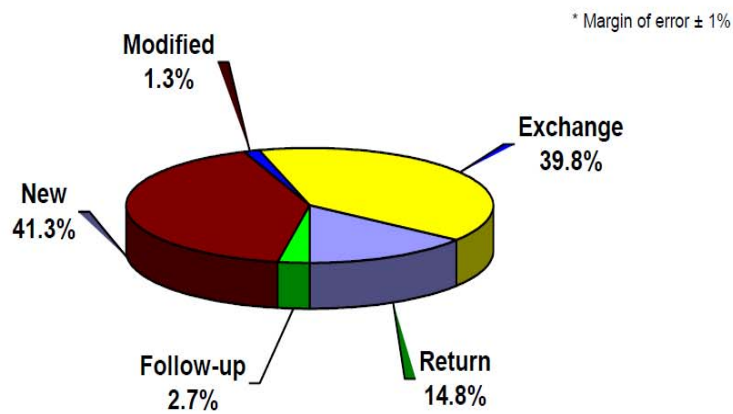
FTRI utilizes a regional distribution system for approximately eighty percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

FTRI contracted with twenty-two 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), 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

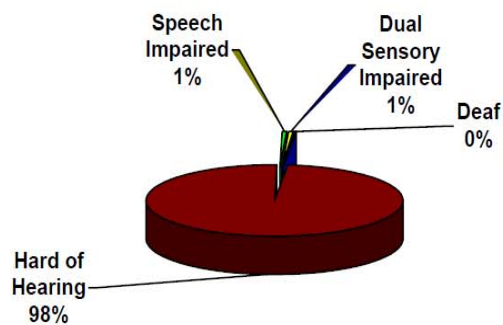
The total number of EDP services provided by FTRI for fiscal year 2012/2013 was **36,480***. The average number of EDP services provided monthly was **3,040**.



New Client Eligibility

FTRI served **15,078** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	42
Hard of Hearing	14,854
Speech Impaired	91
Dual Sensory Impaired	91
Total	15,078



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	6,820
Audiologist	5,320
Hearing Aid Specialist	2,285
Licensed Physician	520
State Certified Teacher	1
State Agency	5
Speech Pathologist	122
Federal Agency	5
Total	15,078

New Client Age Groups

The 2012/2013 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	8
10 – 19	19
20 – 29	23
30 – 39	56
40 – 49	171
50 – 59	628
60 – 69	2,010
70 – 79	4,301
80 – 89	5,796
90 – 99	1,995
100 – 109	71
DOB not provided	0
Total	15,078

More people in the 80 to 89 age group received equipment than those of any other specific age group. Approximately eighty-one 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:

County	Recipients	County	Recipients
Alachua	219	Lake	307
Baker	22	Lee	497
Bay	104	Leon	159
Bradford	25	Levy	42
Brevard	298	Liberty	5
Broward	1,629	Madison	14
Calhoun	6	Manatee	222
Charlotte	187	Marion	411
Citrus	236	Martin	164
Clay	131	Monroe	17
Collier	145	Nassau	22
Columbia	87	Okaloosa	99
Dade	1,216	Okeechobee	24
DeSoto	18	Orange	421
Dixie	13	Osceola	63
Duval	459	Palm Beach	1,867
Escambia	372	Pasco	606
Flagler	301	Pinellas	852
Franklin	19	Polk	673
Gadsden	78	Putnam	45
Gilchrist	17	Santa Rosa	116
Glades	3	Sarasota	447
Gulf	10	Seminole	185
Hamilton	8	St. Johns	156
Hardee	15	St. Lucie	218
Hendry	21	Sumter	134
Hernando	264	Suwannee	58
Highlands	77	Taylor	11
Hillsborough	453	Union	5
Holmes	11	Volusia	523
Indian River	134	Wakulla	29
Jackson	38	Walton	19
Jefferson	19	Washington	29
Lafayette	3		
		Total	15,078

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. Deaf Blind Communicator
6. In-Line Amplifier
7. Voice Carry-Over/Hearing Carry-Over/TTY
8. Specialized speakerphone for individuals with hearing loss and limited mobility
9. TeliTalk Telephone
10. 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 and beyond repair is retired. Equipment that meets specific criteria is repaired/refurbished to “like new” and reissued.

Equipment Vendors

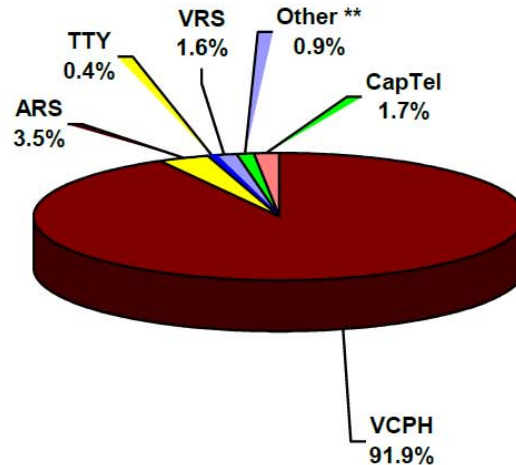
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2012/2013 numbered **31,726*** units. The monthly equipment distribution average was **2,643**.

* Margin of error \pm 1%



** Includes 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.

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Four thousand four hundred and sixty-nine (4,469) questionnaires were mailed during this fiscal year and FTRI received 1,058 responses for a nearly 24 percent return rate. Ninety-five percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Also, FTRI's new automated email system sent quality assurance surveys to 7,672 new clients the subsequent day after receiving service and received 2,006 responses for a 26 percent response rate. The opportunity for clients to receive and complete the survey within a day after receiving FTRI services is a new and innovative method for FTRI. Clients requesting follow-up were contacted by FTRI Customer Care.



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.

Outreach Activities
FTRI / RDC conducted 830 outreach activities throughout the state
FTRI published and mailed 13,492 "New Location" postcards in the Port Charlotte area for RDC #21
FTRI published and mailed 11,243 Customer Care postcards in January to FTRI clients residing in the Pensacola area. In May, FTRI mailed 13,803 Customer Care postcards to clients residing in the Tampa area
Administered a statewide print media campaign in Fall 2012 and Spring 2013 using customized RDC ads covering 10 major markets. The combined circulations of the newspapers in the campaign total 50,092,687
22 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 1,238 employees through the BPP
Added 351 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, FDVA, CVSOAF) for outreach activities
Launched a PSA campaign for the Florida Relay Service on cable networks and cable websites statewide
Conducted collaborative community screening events in recognition of Better Speech and Hearing Awareness Month: with Florida State University's Speech and Hearing Clinic, Tallahassee Senior Center and Audiology Associates
Continued distribution of a monthly E-newsletter for RDC staff
Developed and posted online the annual Florida Link newsletter in February 2013
Continued 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 (RDC Training Sessions)
Maintained the Twitter account
Provided approximately 461 (EDP) and 177 (Outreach) hours of comprehensive training to RDCs during this fiscal year
Coordinated and hosted a week-long statewide "Training the Trainer" conference for the RDCs and staff to introduce the enhanced AIMS database



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
Exhibited and distributed phones at the statewide American Legion Annual Convention
Emailed quality assurance surveys to 7,672 new clients who provide an email address with their application. FTRI also developed and emailed 30-day follow-up quality assurance survey to ensure new clients are still pleased with their equipment
Assisted in coordination of both TEDPA and NASRA conferences as the host state
Participated in the Division of Vocational Rehabilitation regional staff trainings in Orlando and Winter Haven
Conducted nine presentations at several Association of the Deaf and Hearing Loss Association of America meetings throughout Florida, introducing AT&T Relay as the new statewide relay provider
Developed and produced new Florida Relay brochures in English and Spanish to reflect changes with the new relay service provider
Coordinated with AT&T on the creation of a bill insert targeting AT&T residential customers in Florida

FTRI – Equipment Distribution Program

FTRI advertised in major market newspapers throughout the state.

I hear more than I ever have – using my free amplified phone!

“Everyone made it easy and pleasant ... and no charge! This is a wonderful service.”

Real People Say It Best:
One offer that's not too good to be true. Florida residents with a hearing loss may be eligible to receive a free amplified phone from any of 22 nonprofit centers statewide. Since 1991, Florida Telecommunications Relay, Inc., has helped thousands of Floridians of all ages enjoy telephone conversations again: loud, clear, and free.

Please contact your area center for information:

Deaf Service Center of SW Florida
1866 Boy Scout Dr., Suite B-209
Ft. Myers, Florida 33907
239-461-0234
For Naples and Cape Coral distribution sites call 239-461-0234, ext. 0
By appointment only
www.ftri.org/fmyers

Florida Telecommunications FTRI Relay, Inc.

Current FTRI clients: If your phone isn't working properly or your hearing has changed, call FTRI at 888-554-1151 for assistance.

Hello?
Can you repeat that please?

If you have trouble hearing on the phone, an amplified phone may help. FTRI offers **free** amplified telephones to Florida residents with hearing loss. Cordless phones, captioned phones and phones that amplify your speech are a few of the options available at locations statewide.

Please contact your area center for more information:

MIAMI-DADE: www.ftri.org/dade
Hearing and Speech Center of Florida
9425 SW 72 Street, Suite 261, Miami, FL 33173 • 786-406-7426

Center for Independent Living of South Florida
6660 Biscayne Blvd, Miami, FL 33138 • 305-751-8025

BROWARD: www.ftri.org/broward
Center for Hearing and Communication
2900 W. Cypress Creek Road - Ft. Lauderdale, FL 33309
954-401-1991 | Open for walk-ins Tuesday & Thursday, 9am-12pm and 1pm-4pm. By appointment only.
Parking & entrance located in back of building.

Center for Independent Living of Broward County
4800 North State Road 7, Bldg E, Suite 102 | Ft. Lauderdale, FL 33319
954-722-6800 | 9 a.m. - 4 p.m. Monday - Friday by appointment only.

Current FTRI clients: If your phone isn't working properly or your hearing has changed, call FTRI at 888-554-1151 for assistance.

Florida Telecommunications FTRI Relay, Inc.



FTRI published and posted online “Florida Link” newsletter.

The Florida LINK

The Newsletter of
Florida Telecommunications Relay, Inc.
Equipment Distribution Program

Winter 2013


Mission: To provide residents with access to the telecommunications network. And, to ensure residents receive quality and timely service.

Customer Care and Quality Assurance: “How Can I Help You?”

Customer satisfaction is a top priority at FTRI. Last fall, a Customer Care line was launched to better serve clients requiring assistance for any equipment they have received through the program. The results so far are significant: sixty-five percent of all calls are resolved after troubleshooting the problem with the client. FTRI clients with questions are encouraged to call the Customer Care line at 888-554-1151 or email at customer-care@ftri.org.

Solutions to common issues include:

- Make sure the dial switch for Tone and Pulse is set to Tone
- Fully charge a new cordless phone (12 hours)
- Use a filter (provided by FTRI) to reduce static/feedback
- Make sure the AC power adapter is plugged in (for phones with AC power adapters.)



Quality Assurance

In June, FTRI launched a major expansion of the Quality Assurance program. New clients who provide an email address are sent a simple five question survey the day after they received their phone. Clients are asked about the experience and if they would like a follow up call from FTRI to answer any questions. A second survey is sent 30 days after the equipment was received to ask if the phone amplification and clarity is suitable for the client's needs. Postcard surveys are still mailed to clients who do not provide an email address.

We're pleased to share some of the positive survey comments received from our clients:

“I was so impressed with your staff and organization. Thank you so much.” – C.N., Pensacola

“What a wonderful service you provide to us. Thank you very much.” – D.S., Crystal River


“I was so pleased with the staff and their help. I just want to say thank you for the professional and friendly help.” – G.S., Jacksonville

“The staff person distributing the phone did an excellent job of explaining features.” – L.T., Orlando

About The Florida Link

The Florida Link is FTRI's newsletter, your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, www.ftri.org.

FTRI Customer Service: 1-888-554-1151 (Voice) or 1-888-447-5620 (TTY)



**Florida
Telecommunications
FTRI Relay, Inc.**
1820 E. Park Ave., Suite 101
Tallahassee, FL 32301

<http://www.ftri.org>

The Florida Link | Winter 2013 • 1



FTRI mailed Customer Care postcards with magnet to remind clients to contact FTRI about their equipment.

“I called Customer Care and my problem was resolved very quickly.” –VS, Boynton Beach

Questions about your amplified phone?

We can help.
www.ftri.org



Florida Telecommunications Relay, Inc.
18221 S. Park Avenue, Suite 101
Tallahassee, FL 32301

NON-PROFIT ORG.
U.S. POSTAGE
PAID
CANTON, MS
Permit No. 37

We are sending this card to everyone who has ever received an amplified phone from Florida Telecommunications Relay, Inc. This is a courtesy reminder to contact our Customer Care line if you are experiencing any trouble with your FTRI phone.

Call FTRI Customer Care: 888-554-1151
Email: customercare@ftri.org

If you have a friend or family member who could benefit from a free amplified phone, please help us help someone else by referring them to the FTRI program (Florida residents only).

Enviamos esta tarjeta a todos los que alguna vez hayan recibido un teléfono amplificado de parte de Florida Telecommunications Relay, Inc. Es un recordatorio de cortesía para que se comunique con nuestra línea de Atención al Cliente si tiene algún problema con su teléfono FTRI.

Llame al Centro de Atención al Cliente de FTRI: 888-554-1151, o envíe un correo electrónico a: customercare@ftri.org


Si tiene algún familiar o amigo que pueda beneficiarse de un teléfono amplificado gratis, ayúdenos a ayudar a otra persona. Recomiéndele que se comunique con FTRI (solamente para residentes de la Florida).

Questions about your FTRI phone?

Call Customer Care 888-554-1151
Monday - Friday, 8 AM - 4:30 PM EST, or
Email customercare@ftri.org

Llame al Centro de Atención al Cliente de FTRI: 888-554-1151

www.ftri.org



Florida Telecommunications Relay, Inc.

Free magnet – peel off and place on your refrigerator.



Florida Relay

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



TASA Approved Certifiers

FTRI partnered with 351 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.

NDBEDP (National Deaf-Blind Equipment Distribution Program)

FTRI was selected by the FCC to distribute equipment to qualified deaf-blind residents in the state of Florida. During this report period, 18 qualified individuals have been provided equipment and training and 625 outreach materials were disseminated throughout the state.

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 489,000 Florida residents have been provided with telecommunications equipment and support services.

**Florida Telecommunications
Relay, Inc.**

Financial Statements

June 30, 2013

Florida Telecommunications Relay, Inc.**Table of Contents****June 30, 2013**

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Carr, Riggs & Ingram, LLC
1713 Mahan Drive
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INDEPENDENT AUDITORS' REPORT

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

We have audited the accompanying financial statements of Florida Telecommunications Relay, Inc. (a nonprofit organization) which comprise the statement of financial position as of June 30, 2013, and the related statements of activities and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

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 from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

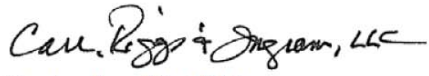
Opinion

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, 2013, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Board of Directors
Florida Telecommunications Relay, Inc.
Page 2

Other Matter

Our audit was conducted for the purpose of forming an opinion on the financial statements taken as a whole. The schedule of expenses by category on page 9 is presented for purposes of additional analysis and is not a required part of the 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 financial statements taken as a whole.



September 13, 2013

Florida Telecommunications Relay, Inc.
Statement of Financial Position

<i>June 30,</i>	2013
Assets	
Current assets	
Cash and cash equivalents	\$ 15,478,615
Accounts receivable	953,931
Prepaid expenses	3,220
Total current assets	16,435,766
Property and equipment - at cost	
Office furniture	45,910
Office equipment	90,352
Dual sensory equipment	80,273
	216,535
Less: accumulated depreciation	(198,160)
Net property and equipment	18,375
Other assets	
	8,939
Total assets	\$ 16,463,080
Liabilities and Net Assets	
Current liabilities	
Accounts payable	\$ 1,052,599
Accrued leave payable	37,918
Total current liabilities	1,090,517
Net assets	
Unrestricted net assets	15,372,563
Total liabilities and net assets	\$ 16,463,080

See accompanying notes to financial statements.

Florida Telecommunications Relay, Inc.
Statement of Activities

<i>Year ended June 30,</i>	2013
Revenues	
Surcharge revenue	\$ 8,559,959
National Deaf-Blind Equipment Distribution Program	154,390
Investment earnings	54,650
Total revenues	8,768,999
Expenses	
Category I - Relay service	4,056,133
Category II - Equipment & repair	1,637,325
Category III - Equipment distribution	1,167,765
Category IV - Outreach expenses	611,647
Category V - General & administrative expenses	1,217,284
Category VI - National deaf-blind equipment distribution program	154,390
Total expenses	8,844,544
Change in unrestricted net assets	(75,545)
Net assets, beginning of year	15,448,108
Net assets, end of year	\$ 15,372,563

See accompanying notes to financial statements.

Florida Telecommunications Relay, Inc.
Statement of Cash Flows

<i>Year ended June 30,</i>	2013
Cash flows from operating activities:	
Cash from surcharge revenues	\$ 8,559,959
Cash from NDBEDP	154,390
Investment earnings	54,650
Cash paid for goods and services	(8,766,962)
<hr/>	
Net cash provided by operating activities	2,037
Cash flows from investing activities:	
Acquisition of fixed assets	(3,750)
<hr/>	
Net cash used in investing activities	(3,750)
<hr/>	
Net decrease in cash	(1,713)
<hr/>	
Cash at beginning of year	15,480,328
<hr/>	
Cash at end of year	\$ 15,478,615
<hr/>	
Cash provided by operating activities:	
Change in net assets	\$ (75,545)
Adjustments to reconcile change in net assets to net cash provided by operating activities:	
Depreciation	9,086
Loss on disposal of fixed assets	757
Changes in operating assets and liabilities:	
Accounts receivable	(71,034)
Prepaid expenses	(348)
Accrued leave	(761)
Accounts payable	139,882
<hr/>	
Net cash provided by operating activities	\$ 2,037
<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

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 15th 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

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

Subsequent events have been evaluated through the date of the Independent 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 \$952 for the year ended June 30, 2013.

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, 2013 was \$75,901.

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, 2013 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

NOTE 5 – INCOME TAXES

The Organization has implemented the 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, 2013, 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 for the years ended June 30, 2010, 2011 and 2012 are subject to examination by the Internal Revenue Service, generally for three years after they are filed.

NOTE 6 – CONCENTRATION OF RISK

During the year ended June 30, 2013, the Organization recognized \$8,559,959 of surcharge revenue. The amount represents 98% of total revenue and support.

Supplementary Information

Florida Telecommunications Relay, Inc.
Schedule of Expenses by Category

<i>Year ended June 30,</i>	2013
Category I - Relay Service	
Dual party relay provider	\$ 4,056,133
Category II - Equipment and Repair	
ARS/VRS signaling equipment	37,642
CapTel equipment	34,430
In-line amplifiers	300
Loss on disposal of fixed assets	757
Telecommunications equipment repair	19,055
TellTalk Speech aid phone	12,000
VCO telephone	2,092
VCP hearing impaired	433,287
VCP speech impaired	8,891
VCPH cordless	1,088,406
VCPS-RC200	465
Subtotal - Category II	1,637,325
Category III - Equipment Distribution	
Freight/Telecommunications equipment	66,901
Regional distribution centers	1,035,980
Training	566
Workshop expense	64,318
Subtotal - Category III	1,167,765
Category IV - Outreach	
Outreach expenses	611,647
Category V - General and Administrative	
Accounting/Auditing	23,439
Advertising	952
Computer consultation	28,588
Depreciation	9,086
Dues and subscriptions	3,170
Employee compensation	486,275
Employee training	1,575
Equipment maintenance	1,382
Furniture and equipment purchased	2,259
Insurance - health, life, disability & other	305,355
Legal	71,500
Meeting and interpreter expense	6,573
Office equipment lease	1,856
Office expenses	16,013
Payroll taxes	43,571
Postage	7,647
Printing	739
Rent	89,994
Retirement	75,901
Telephone and fax	19,014
Temporary employment	3,347
Travel and business expense	12,622
Utilities	6,426
Subtotal - Category V	1,217,284
Category VI - National Deaf-Blind Equipment Distribution Program	
Program expenses	154,390
Total expenses	\$ 8,844,544

See independent auditors' report.

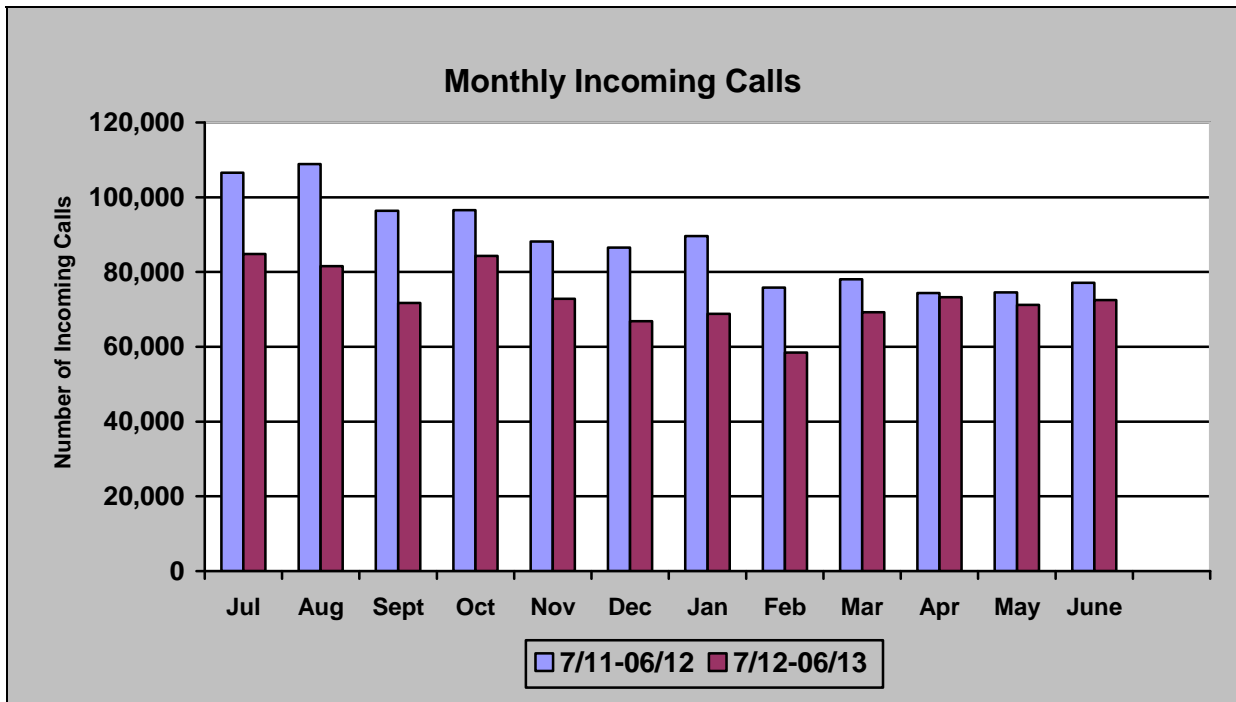
APPENDIX C

Florida Relay Service Information: AT&T Services, Inc.

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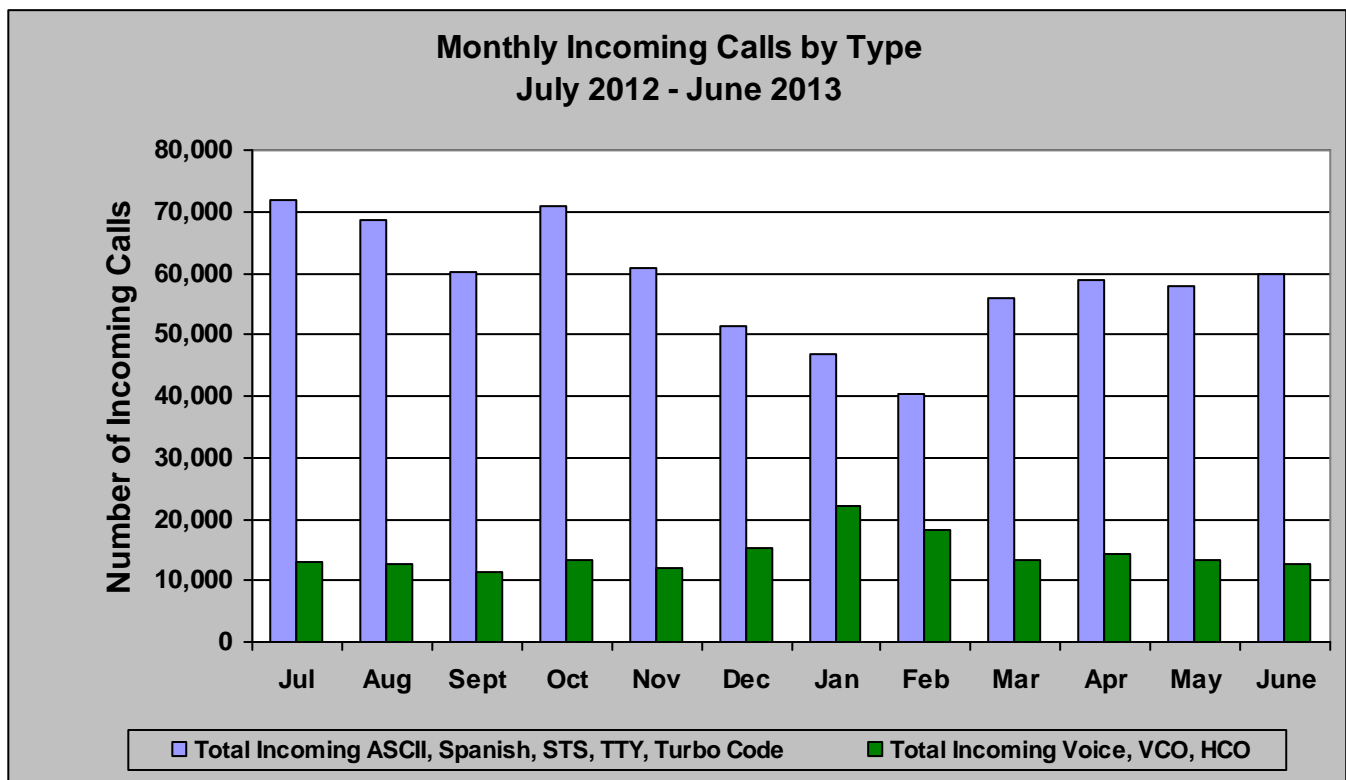
Monthly Incoming Calls			
Total Incoming Calls July 2011 – June 2012		Total Incoming Calls July 2012 – June 2013	
Jul	106,595	Jul	84,862
Aug	108,883	Aug	81,528
Sep	96,372	Sep	71,768
Oct	96,531	Oct	84,335
Nov	88,144	Nov	72,813
Dec	86,505	Dec	66,833
Jan	89,598	Jan	68,850
Feb	75,809	Feb	58,495
Mar	78,020	Mar	69,247
Apr	74,376	Apr	73,235
May	74,543	May	71,206
Jun	77,125	Jun	72,525
Total	1,052,501	Total	875,697



Monthly Incoming Calls by Type July 2012 – June 2013

	Incoming ASCII	Incoming Spanish	Incoming STS	Incoming TTY	Incoming Turbo Code*	Total Incoming ASCII, Spanish, STS, TTY, Turbo Code	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming Voice, VCO, HCO
July	288	3,292	674	67,472	N/A	71,726	6,359	6,714	63	13,136
Aug	338	2,994	974	64,457	N/A	68,763	6,953	5,742	70	12,765
Sept	280	3,281	1,294	55,388	N/A	60,243	6,536	4,929	60	11,525
Oct	308	3,334	1,266	65,991	N/A	70,899	7,526	5,835	75	13,436
Nov	327	2,500	948	57,021	N/A	60,796	6,430	5,421	166	12,017
Dec	416	2,389	994	44,834	2,855	51,488	9,858	5,281	206	15,345
Jan	441	2,763	1,369	39,559	2,582	46,967	16,120	5,838	178	22,136
Feb	409	2,406	120	34,458	2,835	40,228	12,840	5,278	146	18,264
March	474	2,959	87	49,246	3,047	55,813	6,525	6,795	114	13,434
April	405	2,998	123	51,941	3,399	58,866	7,178	7,037	154	14,369
May	328	3,034	211	50,608	3,663	57,844	6,546	6,670	146	13,362
June	293	2,962	97	53,390	3,107	59,849	6,353	6,180	143	12,676
Total	4,307	34,912	8,157	634,365	21,491	703,482	99,224	71,720	1,521	172,465

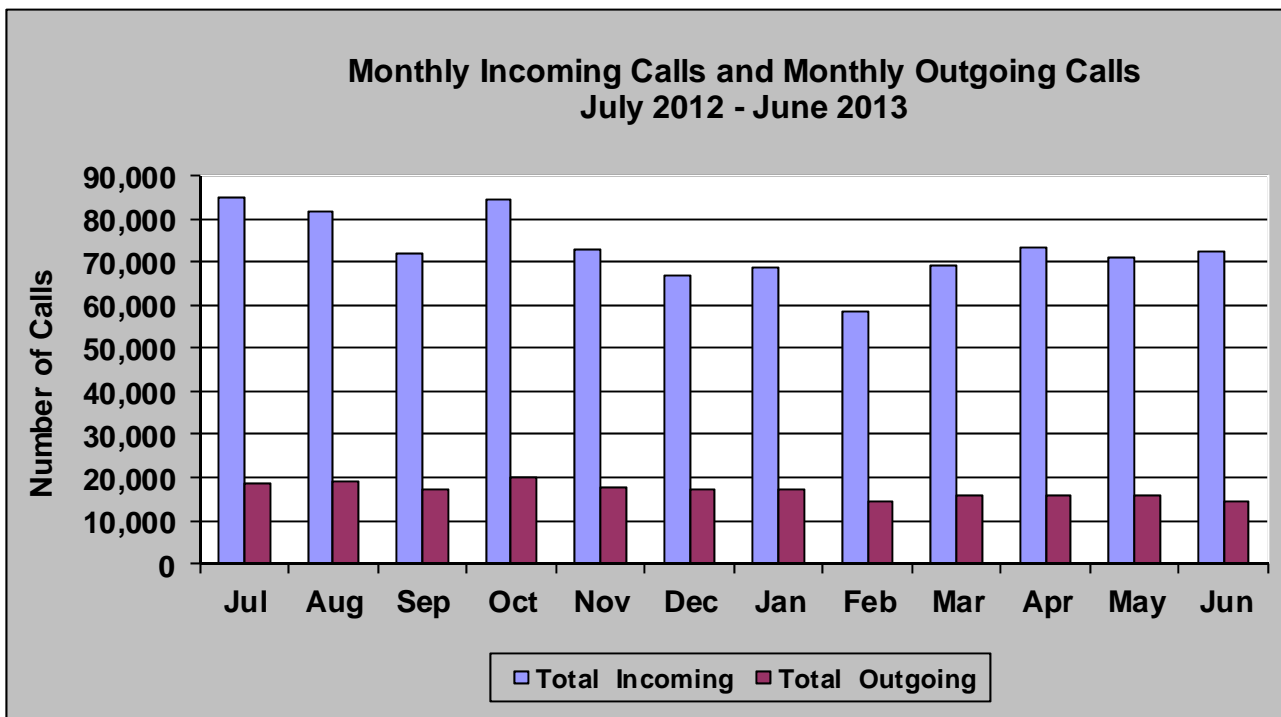
*Incoming Turbo Code calls were recognized separately starting in December 2012.



**Monthly Incoming and Monthly Outgoing Calls
July 2012 – June 2013**

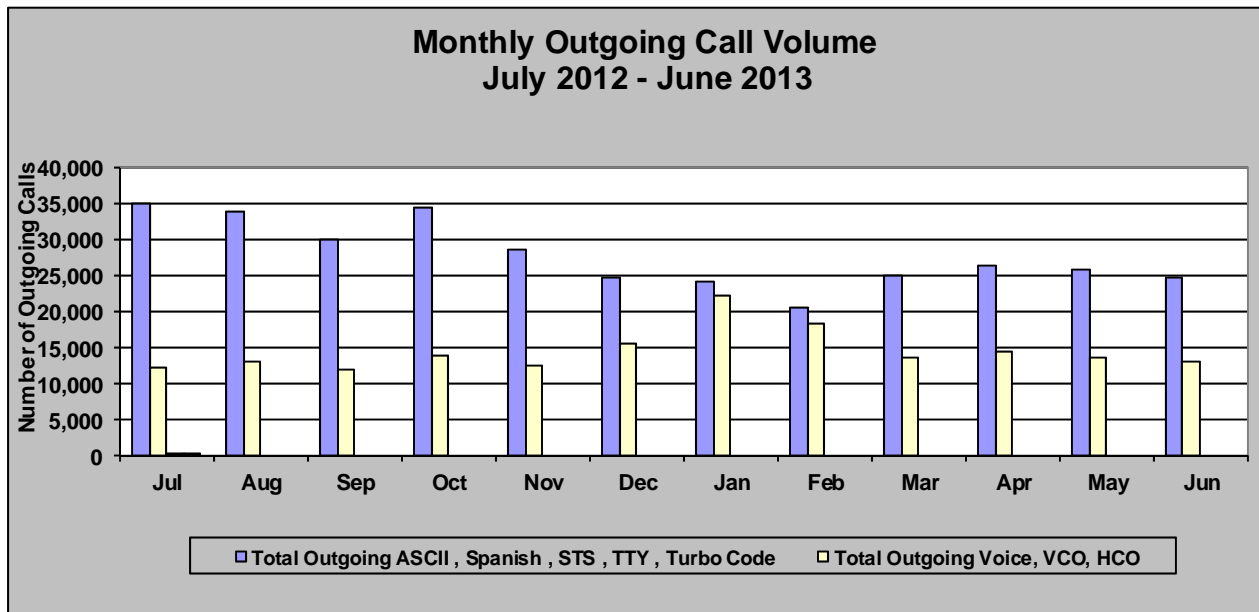
	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jul	84,862	2,233	16,398	18,631
Aug	81,528	2,811	16,080	18,891
Sep	71,768	3,065	14,356	17,421
Oct	84,335	3,486	16,690	20,176
Nov	72,813	2,893	14,662	17,555
Dec	66,833	3,018	14,166	17,184
Jan	68,850	3,077	14,050	17,127
Feb	58,495	1,667	12,923	14,590
Mar	69,247	1,799	13,862	15,661
Apr	73,235	1,725	14,238	15,963
May	71,206	1,760	14,129	15,889
Jun	72,525	1,531	13,118	14,649
Total	875,697	29,065	174,672	203,737

**Monthly Incoming Calls and Monthly Outgoing Calls
July 2012 - June 2013**

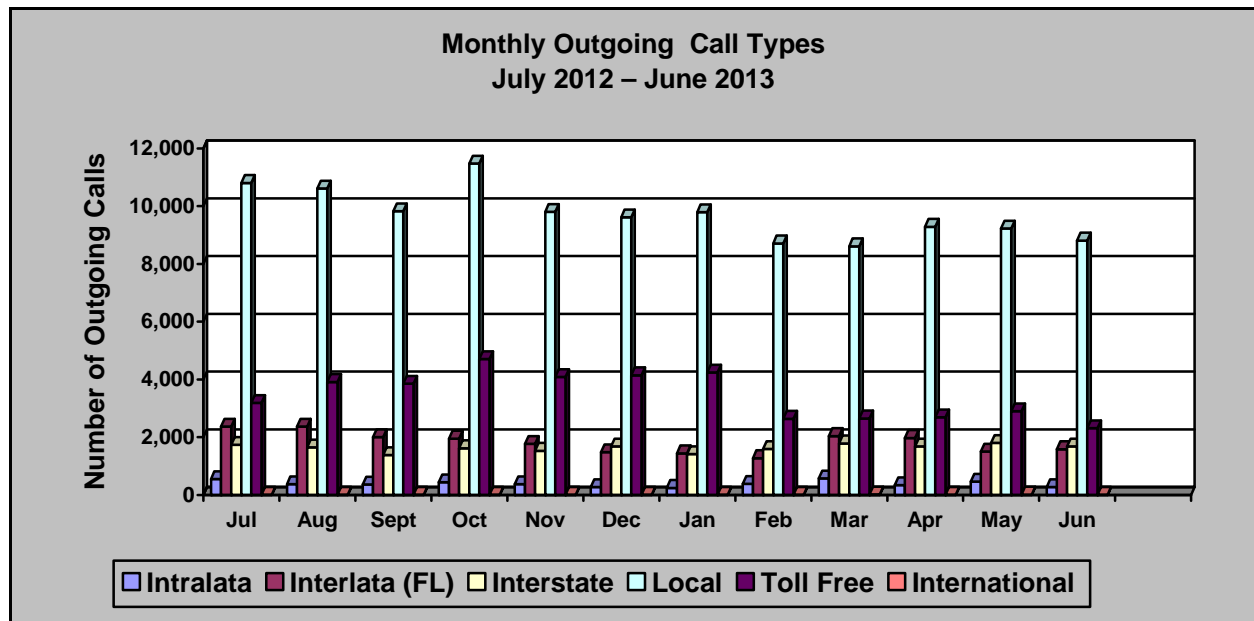


Monthly Outgoing Call Volume July 2012 – June 2013										
	Outgoing ASCII	Outgoing Spanish	Outgoing STS	Outgoing TTY	Outgoing Turbo Code*	ASCII + Spanish + STS+ TTY+ Turbo Code	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing Voice, VCO, HCO
Jul	224	2,328	776	31,713	N/A	35,041	5,856	7,368	70	12,294
Aug	273	2,200	1,008	30,435	N/A	33,916	6,422	6,489	79	12,990
Sep	229	2,515	1,334	25,829	N/A	29,907	6,102	5,607	74	11,783
Oct	248	2,619	1,281	30,111	N/A	34,259	7,109	6,692	78	13,879
Nov	274	1,783	985	25,383	N/A	28,425	6,087	6,156	168	12,411
Dec	362	1,807	1,021	18,115	3,322	24,627	9,399	5,847	223	15,469
Jan	382	1,963	1,420	17,150	3,126	24,041	15,580	6,490	192	22,262
Feb	350	1,647	147	14,708	3,705	20,557	12,398	5,766	156	18,320
Mar	409	1,911	110	19,043	3,560	25,033	6,001	7,441	138	13,580
Apr	347	1,713	152	20,135	3,864	26,211	6,539	7,663	179	14,381
May	269	1,822	260	19,283	4,257	25,891	5,894	7,390	178	13,462
Jun	227	1,834	110	18,630	3,761	24,562	5,757	6,968	165	12,890
Total	3,594	24,142	8,604	270,535	25,595	306,875	93,144	79,877	1,700	173,721

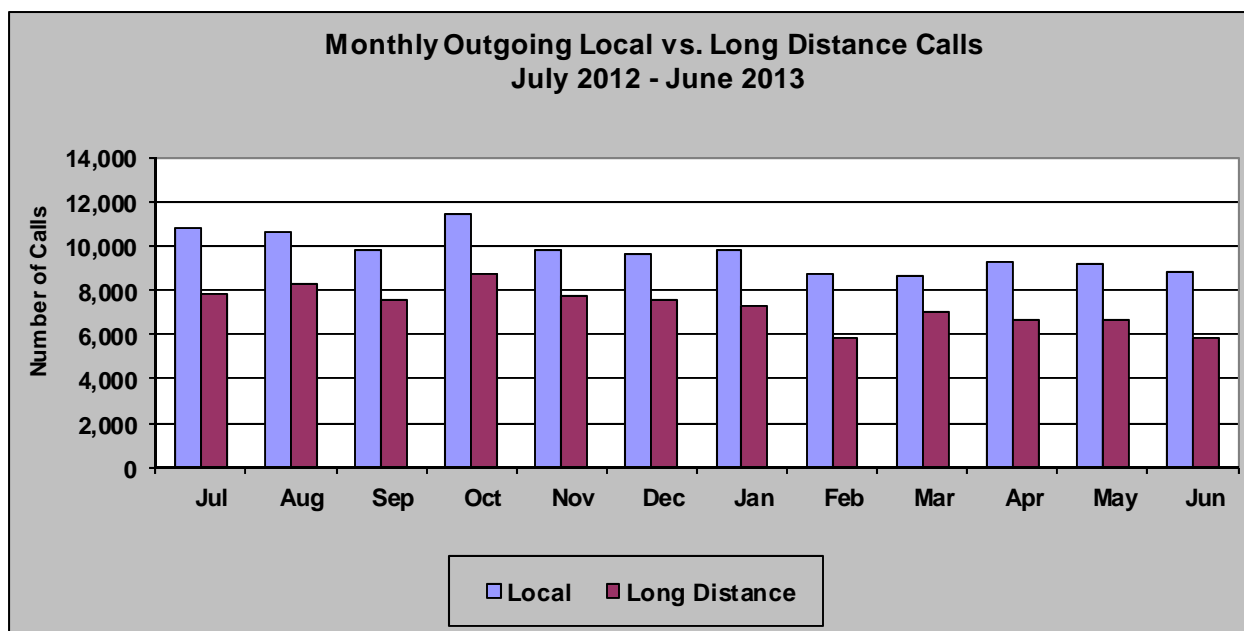
*Outgoing Turbo Code calls were recognized separately starting in December 2012.



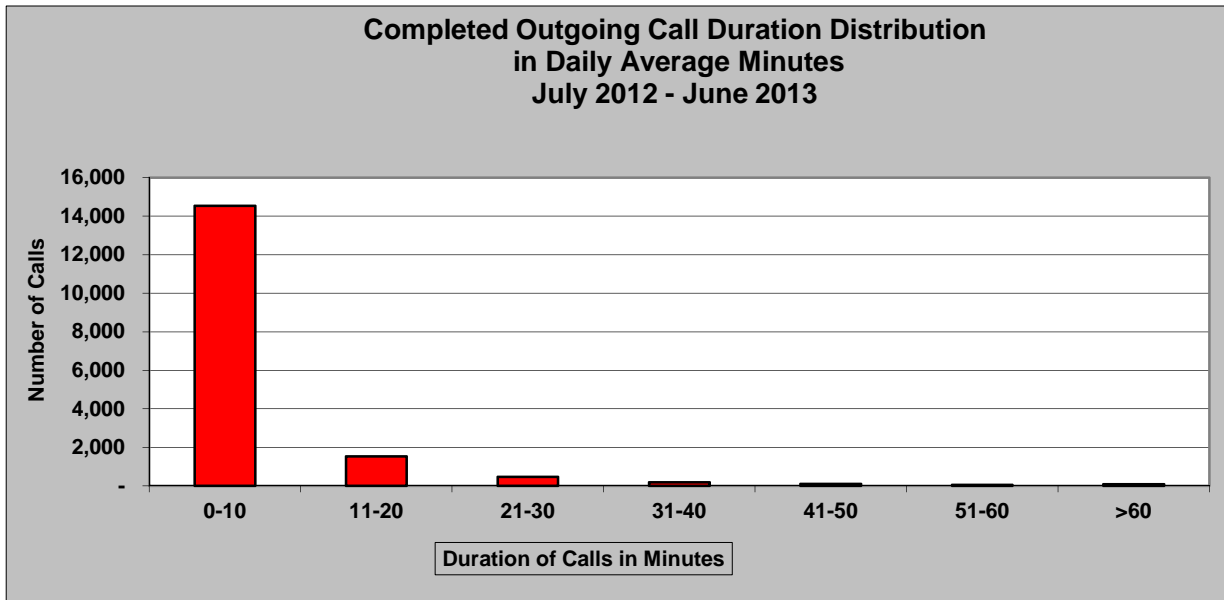
Monthly Outgoing Call Types July 2012 – June 2013							
Month	Local	Toll Free	Intrastate Intralata	Intrastate Interlata (FL)	Interstate	International	Total Outgoing
Jul	10,806	3,182	547	2,364	1,730	2	18,631
Aug	10,613	3,911	371	2,348	1,644	4	18,891
Sep	9,827	3,852	362	1,999	1,380	1	17,421
Oct	11,474	4,701	433	1,949	1,618	1	20,176
Nov	9,800	4,086	367	1,767	1,529	6	17,555
Dec	9,614	4,144	272	1,476	1,675	2	17,183
Jan	9,789	4,241	243	1,440	1,413	1	17,127
Feb	8,709	2,636	383	1,272	1,585	5	14,590
Mar	8,611	2,647	570	2,037	1,783	13	15,661
Apr	9,288	2,685	338	1,970	1,680	2	15,963
May	9,224	2,895	460	1,503	1,798	9	15,889
Jun	8,811	2,311	268	1,582	1,674	3	14,649
Total	116,566	41,291	4,614	21,707	19,509	49	203,736



Monthly Outgoing Local vs. Long Distance Calls July 2012 – June 2013							
Month	Local	Total Long Distance	Toll Free	Intrastate Intralata	Intrastate Interlata	Interstate	International
Jul	10,806	7,825	3,182	547	2,364	1,730	2
Aug	10,613	8,278	3,911	371	2,348	1,644	4
Sep	9,827	7,594	3,852	362	1,999	1,380	1
Oct	11,474	8,702	4,701	433	1,949	1,618	1
Nov	9,800	7,755	4,086	367	1,767	1,529	6
Dec	9,614	7,569	4,144	272	1,476	1,675	2
Jan	9,789	7,338	4,241	243	1,440	1,413	1
Feb	8,709	5,881	2,636	383	1,272	1,585	5
Mar	8,611	7,050	2,647	570	2,037	1,783	13
Apr	9,288	6,675	2,685	338	1,970	1,680	2
May	9,224	6,665	2,895	460	1,503	1,798	9
Jun	8,811	5,838	2,311	268	1,582	1,674	3
Total	116,566	87,170	41,291	4,614	21,707	19,509	49



Completed Outgoing Call Duration Distribution in Daily Average Minutes July 2012 – June 2013							
In Minutes							
Month	0-10	11-20	21-30	31-40	41-50	51-60	>60
Jul	16,052	1,683	480	192	88	53	83
Aug	16,227	1,681	508	222	108	54	91
Sep	15,048	1,461	485	205	94	51	77
Oct	17,213	1,828	598	251	124	56	106
Nov	15,150	1,565	446	187	89	39	79
Dec	14,918	1,441	481	151	76	46	71
Jan	14,763	1,475	464	219	84	45	77
Feb	12,503	1,338	391	159	88	53	58
Mar	13,183	1,590	454	184	127	45	78
Apr	13,601	1,540	426	167	107	54	68
May	13,548	1,450	464	197	95	56	79
Jun	12,314	1,420	471	188	117	64	75
Average	14,543	1,539	472	194	100	51	79



CapTel Minutes and Charges July 2012 – June 2013		
Month	Minutes of Use	Charges (\$)
Jul	180,030	264,644
Aug	185,577	272,798
Sep	169,334	248,921
Oct	191,387	281,340
Nov	182,710	268,584
Dec	181,048	266,142
Jan	190,756	280,411
Feb	168,842	248,198
Mar	180,888	265,907
Apr	167,788	246,648
May	164,313	241,540
Jun	156,993	230,780
Total	2,119,666	3,115,913

