



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



DECEMBER 2015



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PREPARED BY

The Florida Public Service Commission
Office of Telecommunications

TABLE OF CONTENTS

| | |
|--|----|
| I. Overview..... | 1 |
| II. Current Developments of the Telecommunications Access System at the State Level..... | 5 |
| A. FTRI Budget and Annual Surcharge Established | 5 |
| B. Contracting for Relay Service Provider | 5 |
| III. Current Developments In Relay At The Federal Level | 7 |
| A. Florida Certification..... | 7 |
| B. IP CTS Administration..... | 7 |
| C. IP CTS Social Security Number Waiver..... | 8 |
| D. Video Relay Service (VRS) Social Security Number Waiver..... | 8 |
| E. Internet Protocol Relay (IP Relay) Services Handling of 911 Calls | 8 |
| IV. Distribution of Specialized Telecommunications Equipment | 9 |
| V. Relay Calling Volume..... | 11 |
| VI. Advisory Committee..... | 12 |
| A. TASA Advisory Committee Meeting - April 17, 2015 | 12 |
| B. TASA Advisory Committee Meeting - October 29, 2015 | 13 |
| VII. Conclusion..... | 14 |
| Appendix A FTRI Budget for 2014-2015 and 2015-2016 Fiscal Years..... | 15 |
| Appendix B FTRI Annual Report..... | 17 |
| Appendix C Florida Relay Service Information: Bills from AT&T Services, Inc. for the period July 1, 2014 through February 29, 2015 and from Sprint for the period March 1, 2015 through June 20, 2015..... | 45 |
| Glossary | 55 |

List of Figures

| | |
|---|----|
| Figure 1 FTRI Financial Report..... | 2 |
| Figure 2 FTRI Equipment Distribution History*..... | 2 |
| Figure 3 New Recipients of Equipment and Training | 3 |
| Figure 4 FTRI Persons Served..... | 3 |
| Figure 5 TASA Surcharge History | 4 |
| Figure 6 2014-2015 Eligibility Certifiers | 9 |
| Figure 7 Equipment Distributed by FTRI..... | 10 |
| Figure 8 Traditional Relay and CapTel Service Minutes of Use..... | 11 |
| Figure 9 TASA Advisory Committee..... | 12 |

I. Overview

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, which shall be available on the Commission's Internet website, on the operation of the telecommunications access system.

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.¹ 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, or speech 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, deaf-blind 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 of the FPSC, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired and for outreach in the most cost-effective manner.

The FPSC continues 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 25 regional distribution centers conducted 1,112 outreach activities during the last fiscal year.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease because users are transitioning to Internet Protocol Relay, Video Relay Service, Internet Protocol Captioned Telephone Service, and CapTel captioning service. 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.

¹2013 Florida Coordinating Council for the Deaf and Hard of Hearing Biennial Report to the Governor and Legislature of the State of Florida.

The figures below provide a statistical summary of the status of the Telecommunications Access System. Figure 1 shows the Florida relay revenues and expenses for the 2014-2015 fiscal year.

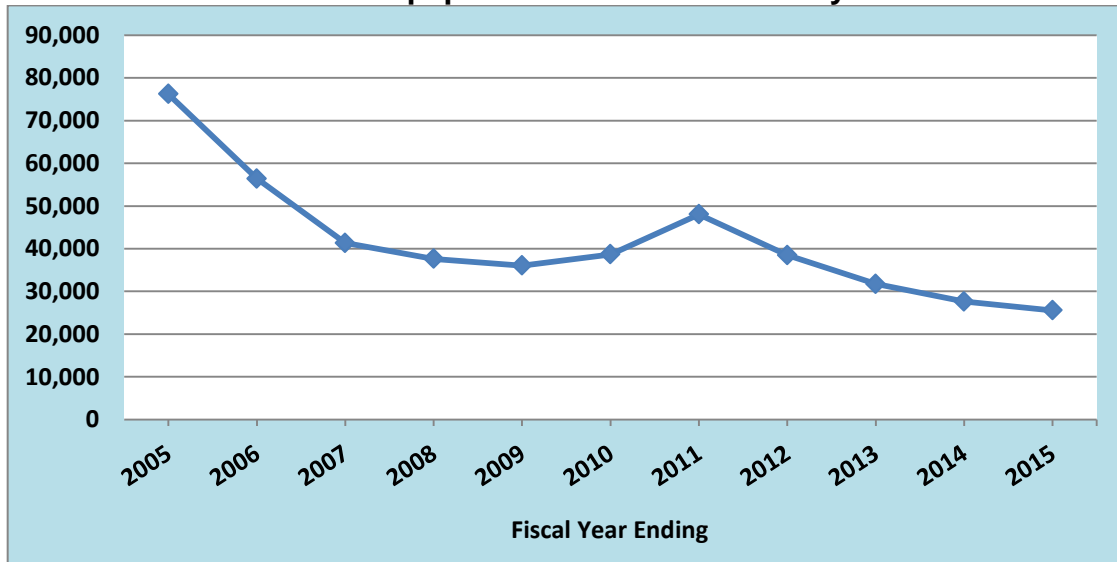
**Figure 1
FTRI Financial Report**

| Account | 7/01/14 – 6/30/15 |
|---------------------------------------|--------------------------|
| Total Revenue | \$8,059,171 |
| Relay Services Expense | 3,377,734 |
| Equipment and Repairs | 1,556,922 |
| Equipment Distribution | 1,018,344 |
| Outreach | 568,124 |
| Administrative Expense | 928,524 |
| National Deaf-Blind Equipment Program | 250,550 |
| Revenue Less Expenses | \$358,973 |

Source: Florida Telecommunications Relay Inc.'s 2014-2015 Annual Report

FTRI distributed 25,564 pieces of relay equipment for fiscal year 2014-2015. Figure 2 shows the number of pieces of relay equipment distributed from July 1, 2005 through June 30, 2015.

**Figure 2
FTRI Equipment Distribution History***



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

Source: Florida Telecommunications Relay, Inc.'s 2004-2005 Annual Report through 2014-2015 Annual Report

Figure 3 reflects the number of new recipients receiving equipment and training for the 2014-2015 fiscal year.

**Figure 3
New Recipients of Equipment and Training**

| Type of Recipient | 7/01/14 – 6/30/15 |
|-------------------|-------------------|
| Deaf | 57 |
| Hard of Hearing | 13,148 |
| Speech Challenged | 85 |
| Dual Sensory | 118 |
| Total | *13,408 |

**The number of new recipients is lower than the number of pieces of distributed new equipment referenced in Figure 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.*

Source: Florida Telecommunications Relay, Inc.'s 2014-2015 Annual Report.

Figure 4 reflects the number of persons served each fiscal year by FTRI from 2006 through 2015. Additional information on each type of service can be found on page 20 of this report.

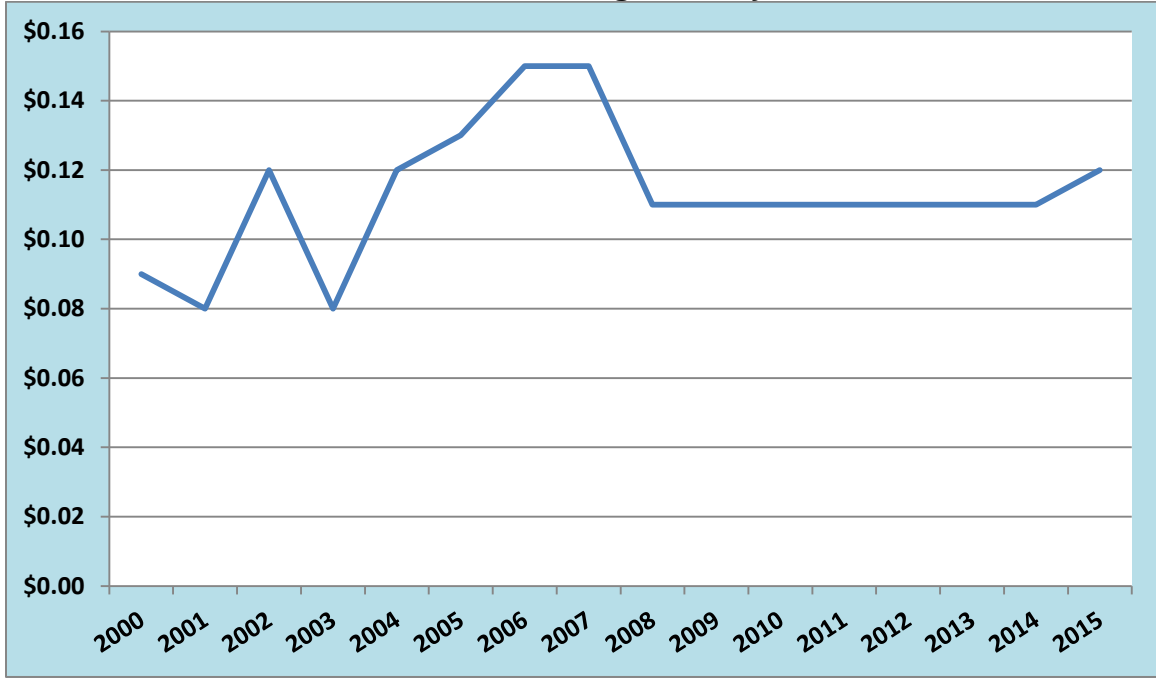
**Figure 4
FTRI Clients Served**

| 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 |
| 2013- 2014 | 13,671 | 486 | 12,787 | 5,315 | 963 | 29,467 | 62,689 |
| 2014-2015 | 13,408 | 309 | 11,133 | 5,102 | 958 | 28,347 | 59,257 |

Source: Florida Telecommunications Relay, Inc.'s 2006-2007 Annual Report through 2014-2015 Annual Report.

The TASA surcharge for fiscal year 2015 – 2016 is currently 12 cents per month. Figure 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.

**Figure 5
TASA Surcharge History**



Source: Florida Public Service Commission Website at <http://www.floridapsc.com/utilities/telecomm/relay/tasa.aspx>.

Additional financial and statistical information is contained in the appendices to this report. Appendix A provides the approved budget and actual expenses for FTRI for the fiscal year 2014-15 and the approved budget for fiscal year 2015-16. Appendix B is FTRI’s annual report to the Commission that contains information on the equipment distribution program and audited financial statements for FTRI. Appendix C contains usage information on the various relay services compiled from AT&T Services, Inc. and Sprint Communications Company, L.P. (Sprint) monthly reports.

II. Current Developments of the Telecommunications Access System at the State Level

Section 427.704, Florida Statutes (F.S.), charges the Commission with overseeing the administration of a statewide telecommunications access system to provide access to Telecommunications Relay Services by persons who are deaf, hard of hearing, deaf-blind or speech impaired, or those who communicate with them.

A. FTRI Budget and Annual Surcharge Established

On May 18, 2015, the FPSC issued Order No. PSC-15-0200-PAA-TP in Docket No. 140029-TP which:

- Increased the monthly telecommunications relay service (TRS)² surcharge by one penny to offset FTRI's \$481,960 deficit due to increased relay provider cost.
- Required the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers to bill the \$0.12 surcharge for fiscal year 2015/2016, effective July 1, 2015.
- Required FTRI to reduce its proposed budget by \$164,284.

B. Contracting for Relay Service Provider

At the June 5, 2014, Commission Conference, the Commission approved the issuance of a Request for Proposals (RFP). Accordingly, a Notice of Bid/Request for Proposal was published in the Florida Administrative Register on June 12, 2014. Staff also posted a link to the RFP on the home page of the Commission's website and on the Florida Department of Management Services Vendor Bid System. The deadline for filing proposals was August 8, 2014. Hamilton Telecommunications and Sprint submitted proposals in response to the Commission's RFP.

A Proposal Review Committee (PRC) was established which consisted of nine members, one from the TASA Advisory Committee and eight members from Commission staff. Two of the staff members served as accountants reviewing the financial information of the companies. Five staff members, plus the TASA Advisory Committee member,

² 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 Relay Service (IP Relay), and directing the Federal TRS Fund Administrator to reimburse all IP Relay minutes from the Fund).

reviewed and scored the technical aspects of the proposals. A staff member was selected by the Office of Telecommunications' Director to serve as the PRC Chairman. The role of the PRC Chairman was to coordinate and oversee the procurement process, to gather materials from references specified by the bidders, to interface with the bidders regarding clarifications and questions about their proposals, and to tabulate scores to identify the winning bidder.

Evaluation of the proposals began with a pass/fail evaluation of 34 quasi-technical (non-financial) and two financial aspects of the proposals. This was followed by an evaluation of 36 technical aspects of the proposals, with an assignment of numerical scores for each of the technical items. A weight of 50 percent was applied to the technical aspect of the proposals and a weight of 50 percent was applied to the price aspect of the proposals. The price proposals were submitted in sealed envelopes separate from the companies' technical proposals and were opened in the Office of the Commission Clerk on September 5, 2014, after the technical scoring was completed.

The FPSC awarded the current relay provider contract to Sprint, effective March 1, 2015, for a period of three years. 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.

III. Current Developments In Relay At The Federal Level

Chapter 427, Florida Statutes (F.S.), requires the relay system be compliant with regulations adopted by the Federal Communications Commission (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 Internet relay services.

A. Florida Certification

On July 8, 2013, the FCC released Order DA 13-1530 granting a five-year certification to Florida's state TRS program. The FCC determined that Florida's Relay Program meets or exceeds all operational, technical, and functional minimum standards of the FCC's rules, makes available adequate procedures and remedies for enforcing requirements, and in no way conflicts with federal law. The certification remains in effect for a five year period which ends on July 25, 2018. One year prior to the expiration of this certification, Florida may apply for renewal of their TRS program certification by filing documentation in accordance with the Commission's rules.

B. IP CTS Administration

On August 26, 2013, the FCC released Order FCC 13-118 which proposes to transfer responsibilities for administering and overseeing IP Captioned Telephone Service (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 asked 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. In addition, the FCC is proposing that states assume the costs of providing intrastate IP CTS. The FPSC submitted comments to the FCC and encouraged it 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 Order 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.

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.

The FPSC's September 27, 2013 comments can be reviewed at <http://apps.fcc.gov/ecfs/document/view?id=7520945988>. This docket is still pending at the FCC.

C. IP CTS Social Security Number Waiver

Through Order DA 15-173, released February 6, 2015, the FCC granted in part a request by Sorenson Communications, Inc. (Sorenson) and its subsidiary CaptionCall, LLC (CaptionCall) to waive the requirement for all providers of IP CTS to obtain from each new user and each existing user the last four digits of the user's Social Security number as part of the IP CTS user registration process ("Social Security Number Rule") in those instances where the user does not have a Social Security number.

The waiver was granted for a limited period of time and will remain in effect until the Commission takes final action on IP CTS registration procedures pursuant to its open rulemakings on IP CTS matters.

D. Video Relay Service (VRS) Social Security Number Waiver

In Order DA 15-589, released May 15, 2015, the FCC granted a temporary, limited waiver of the requirement for providers of VRS to obtain from each new and existing user the last four digits of the user's Social Security number as part of the VRS user registration process (Social Security Number Rule) in those instances where the user does not have a Social Security number.

The waiver of the Social Security Number Rule, granted for a limited period of time, became effective on May 15, 2015 and will remain in effect until the Commission takes final action on VRS registration procedures pursuant to its open rulemakings on VRS matters.

E. Internet Protocol Relay (IP Relay) Services Handling of 911 Calls

In Order DA 15-680, released June 10, 2015, the FCC extended the previously granted waiver of the requirement that providers of IP Relay service handle 911 calls initiated by callers who have been registered but not verified by an IP Relay provider. The FCC concluded that the waiver extension is necessary to prevent the resumption of a harmful practice while the Commission considers how to address this issue on a permanent basis.

The waiver, which expired on April 29, 2015, was extended retroactively to April 29, 2015, and will remain in effect until the Commission resolves whether to adopt a permanent prohibition against the handling of 911 calls from callers whose registration information has not been verified prior to placement of the call.

IV. 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, or speech 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 25 regional distribution centers conducted 1,112 outreach activities and signed up 20 new businesses as Relay Friendly Business Partners³ during the last fiscal year.

Figure 6 provides a listing of professionals involved with the certification of client applications for the 2014-2015 equipment distribution program, and Figure 7 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. 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.

Figure 6
2014-2015 Eligibility Certifiers

| Category of Certifier | Number of Approved Applications |
|------------------------------|---------------------------------|
| Deaf Service Center Director | 7,615 |
| Audiologist | 3,301 |
| Hearing Aid Specialist | 2,043 |
| Licensed Physician | 355 |
| State Certified Teacher | 2 |
| State Agency | 1 |
| Speech Pathologist | 86 |
| Federal Agency | 5 |
| Total | 13,408 |

Source: Florida Telecommunications Relay, Inc.'s 2014-2015 Annual Report.

³ Twenty 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 349 employees with those businesses.

**Figure 7
Equipment Distributed by FTRI**

| Equipment Distributed by FTRI | Units Distributed 7/1/13 – 6/30/14 | Units Distributed 7/1/14 – 6/30/15 |
|--|---|---|
| 1. Volume Control Telephones for Hearing Impaired (VCP) | 25,894 | 24,286 |
| 2. Audible Ring Signalers (ARS) | 442 | 281 |
| 3. Visual Ring Signalers (VRS) | 442 | 358 |
| 4. Telecommunications Devices for the Deaf (TDD) | 55 | 51 |
| 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. | 775 | 230 |
| Total | 27,606 | 25,564 |

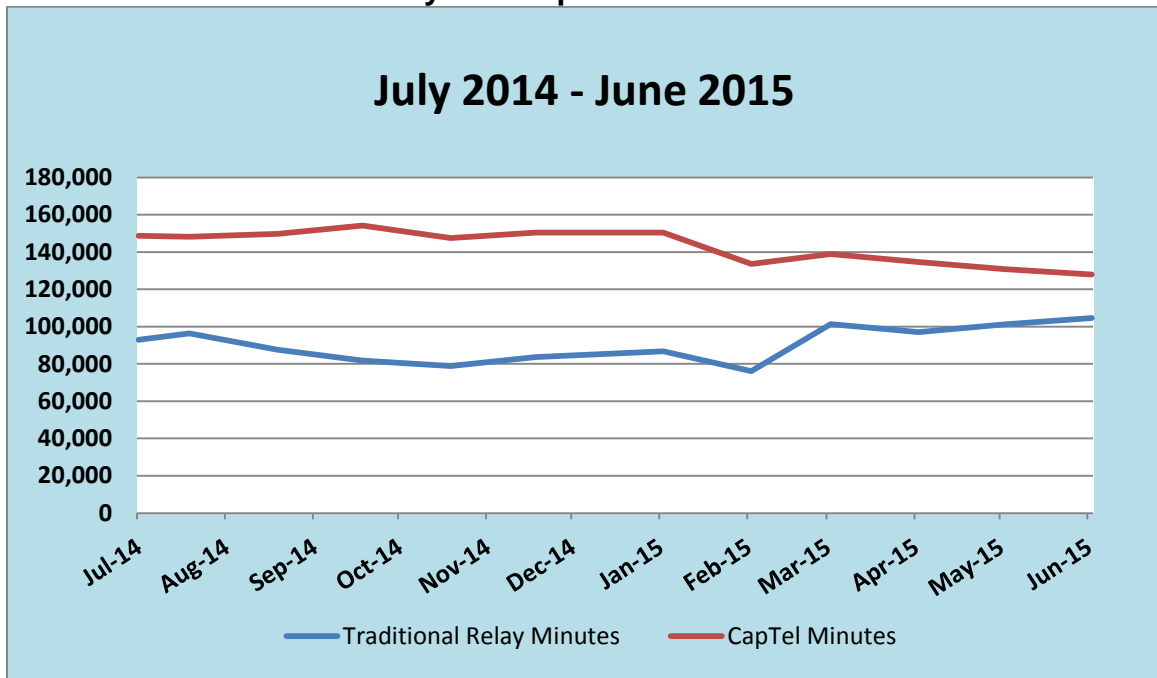
Source: Florida Telecommunications Relay, Inc.'s 2013-2014 Annual Report and 2014-2015 Annual Report.

V. Relay Calling Volume

In Figure 8, traditional relay minutes of use increased slightly and CapTel⁴ minutes of use decreased between July 2014 and June 2015. Between July 2014 and June 2015, the number of billable minutes of use for traditional relay calls were 1,088,294. CapTel minutes of use between July 2014 and June 2015 were 1,715,261.

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 \$1.09 per minute, CapTel service has a cost of \$1.61 per minute because of its specialized service.

Figure 8
Traditional Relay and CapTel Service Minutes of Use



Source: July 2014-February 2014 monthly bills from AT&T Relay and March 2015-June 2015 monthly bills from Sprint Relay.

⁴ 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.

VI. Advisory Committee

In accordance with Section 427.706, F.S., the PSC established an advisory committee to advise the FPSC 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 figure shows the current members of the TASA advisory committee.

**Figure 9
TASA Advisory Committee**

| Recommending Organization | Name of Member |
|---|-------------------|
| Florida Coordinating Council for the Deaf and Hard of Hearing | Chris Littlewood |
| Deaf and Hard of Hearing Services of the Treasure Coast, Inc. | Rick Kottler |
| 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 |
| Hearing Loss Association of America Florida | Richard Herring |

Source: *Florida Public Service Commission Website*
<http://www.floridapsc.com/utilities/telecomm/relay/committee.aspx>

A. TASA Advisory Committee Meeting - April 17, 2015

At the April 17, 2015 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2015-2016 proposed budget, Florida Relay traffic trends, service quality testing, and CapTel service. The TASA advisory committee was updated on the Florida relay service provider transition from AT&T to Sprint.

FTRI made a presentation on its FY 2015-2016 budget. FTRI noted that the number of access lines of local exchange companies continues to decrease and calculated an additional four percent decrease for the next fiscal year.⁵ FTRI also states that outreach

⁵ 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

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.

B. TASA Advisory Committee Meeting - October 29, 2015

The October 29, 2015 TASA meeting included an FPSC staff presentation on recent FPSC and FCC actions regarding relay service, a presentation by FTRI on its 2014-2015 Annual Report, and a presentation by Sprint on its operations, including call volumes for TRS and CapTel service.

FPSC staff discussed FTRI's approved fiscal year 2015-2016 budget. Staff also provided updates on FCC policy matters and recently released orders as discussed on page 8.

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. Sprint presented an overview of its Relay service in Florida, operational updates, and outreach activities to promote the Florida Relay.

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.

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.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease because users are transitioning to IP Relay, VRS, IP CTS, and CapTel captioning service. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service.

Appendix A FTRI Budget for 2014-2015 and 2015-2016 Fiscal Years

| | Commission Approved Budget 2014-2015 \$ | Actual Revenue And Expenses 2014-2015 \$ | Commission Approved Budget 2015-2016 \$ |
|-----------------------------|---|--|---|
| Operating Revenue | | | |
| <i>Surcharges</i> | 8,013,558 | 8,059,171 | 8,249,890 |
| <i>Interest Income</i> | 55,787 | 43,513 | 33,941 |
| <i>NDBEDP</i> | 458,832 | 250,550 | 468,749 |
| <i>Miscellaneous Income</i> | 0 | 0 | 0 |
| <i>Total Revenues</i> | 8,528,177 | 8,059,171 | 8,752,580 |
| <i>Surplus Account</i> | 15,785,879 | 15,682,385 | 15,722,595 |
| GRAND TOTAL FUNDS | 24,314,056 | 23,741,556 | 24,475,175 |

CATEGORY I. Operating Expenses/ Relay Services

| | | | |
|------------------------|------------------|------------------|------------------|
| <i>AT&T/Sprint</i> | 3,464,351 | 3,377,734 | 3,971,499 |
|------------------------|------------------|------------------|------------------|

CATEGORY II. Equipment & Repairs

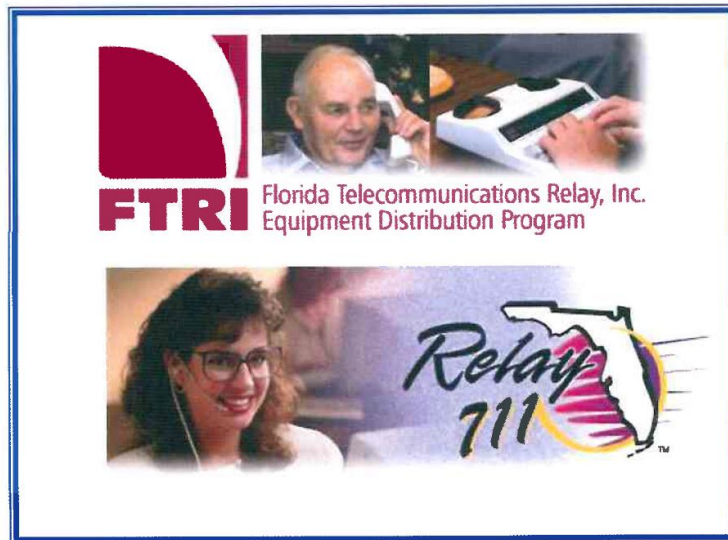
| | | | |
|--|------------------|------------------|------------------|
| <i>VCPH cordless</i> | 0 | 1,034,085 | 0 |
| <i>VCPS-RC200</i> | 0 | 4,634 | 0 |
| <i>Large Print TDDs</i> | 0 | 0 | 0 |
| <i><u>VCO/HCO – TDD</u></i> | 0 | 0 | 720 |
| <i>VCO Telephone</i> | 0 | 492 | 0 |
| <i>Dual Sensory Equipment</i> | 10,000 | 0 | 5,000 |
| <i>CapTel Phone Equipment</i> | 38,700 | 15,985 | 0 |
| <i>VCP Hearing Impaired</i> | 1,240,342 | 282,537 | 1,440,645 |
| <i>VCP Speech Impaired</i> | 1,801 | 601 | 1,386 |
| <i><u>TeliTalk Speech Aid</u></i> | 9,000 | 13,800 | 18,000 |
| <i><u>Jupiter Speaker Phone</u></i> | 7,546 | 0 | 0 |
| <i>In-Line Amplifier</i> | 600 | 0 | 0 |
| <i>ARS/VRS Signaling Equipment</i> | 25,832 | 16,962 | 22,581 |
| <i>Accessories & Supplies</i> | 2,000 | 0 | 2,980 |
| <i>Telecom Equipment Repair</i> | 202,111 | 187,826 | 199,074 |
| TOTAL CATEGORY II | 1,537,932 | 1,556,922 | 1,690,386 |

CATEGORY III. Equipment Distribution & Training

| | | | |
|--|------------------|------------------|------------------|
| <i>Freight-Telecom Equipment</i> | 84,742 | 65,782 | 74,314 |
| <i>Regional Distribution Centers</i> | 932,347 | 952,094 | 978,423 |
| <i>Workshop Expense</i> | 0 | 0 | 0 |
| <i>Training Expense</i> | 1,000 | 468 | 2,000 |
| TOTAL CATEGORY III | 1,018,089 | 1,018,344 | 1,054,737 |

| | Commission Approved Budget 2014-2015 \$ | Actual Revenue And Expenses 2014-2015 \$ | Commission Approved Budget 2015-2016 \$ |
|---|---|--|---|
| CATEGORY IV. Outreach | | | |
| <i>Outreach Expense</i> | 607,200 | 568,124 | 574,626 |
| TOTAL CATEGORY IV | 607,200 | 568,124 | 574,626 |
| CATEGORY V. General & Administrative | | | |
| <i>Advertising</i> | 4,905 | 655 | 2,641 |
| <i>Accounting/Auditing</i> | 28,336 | 23,900 | 24,896 |
| <i>Legal</i> | 72,000 | 72,080 | 72,000 |
| <i>Computer</i> | | | |
| <i>Consultation/Software</i> | 18,690 | 8,428 | 23,970 |
| <i>Dues & Subscriptions</i> | 3,060 | 2,115 | 3,034 |
| <i>Furn. & Equip. Purchase</i> | 19,000 | 379 | 12,750 |
| <i>Depreciation</i> | 0 | 6,620 | |
| <i>Office Equipment Lease</i> | 1,935 | 1,773 | 1,886 |
| <i>Insurance- Health/ Life/Disability/Other</i> | 209,578 | 152,252 | 158,262 |
| <i>Office Expense</i> | 17,014 | 13,658 | 16,524 |
| <i>Postage</i> | 12,527 | 8,514 | 9,917 |
| <i>Printing</i> | 1,860 | 1,095 | 1,537 |
| <i>Rent</i> | 91,184 | 79,565 | 91,280 |
| <i>Utilities</i> | 7,077 | 2,166 | 5,808 |
| <i>Retirement</i> | 66,925 | 61,858 | 58,575 |
| <i>Employee Compensation</i> | 498,750 | 411,168 | 408,471 |
| <i>Temporary Employment</i> | 8,000 | 0 | 8,000 |
| <i>Taxes-Payroll</i> | 38,155 | 34,698 | 32,507 |
| <i>Taxes-Unemployment Comp</i> | 901 | 0 | 1,863 |
| <i>Taxes-Licenses</i> | 65 | 0 | 65 |
| <i>Telephone & Fax</i> | 19,138 | 16,113 | 18,670 |
| <i>Travel & Business</i> | 10,408 | 15,773 | 16,296 |
| <i>Equipment Maintenance</i> | 1,349 | 1,136 | 1,353 |
| <i>Employee Training/Dev</i> | 7,000 | 7,950 | 7,000 |
| <i>Meeting & Interpreter</i> | 3,149 | 5,015 | 5,733 |
| TOTAL CATEGORY V | 1,150,298 | 928,524 | 991,935 |
| CATEGORY VI. NDBEDP | | | |
| <i>NDBEDP Expense</i> | 458,832 | 250,550 | 468,749 |
| TOTAL CATEGORY VI. | 458,832 | 250,550 | 468,749 |
| GRAND TOTAL EXPENSES | 8,236,702 | 7,700,198 | 8,751,932 |

Appendix B FTRI Annual Report



Annual Report 2014 - 2015

TASA – Florida Statutes Chapter 427

Contents

| | |
|-------------------------------------|----|
| Message from the Executive Director | 1 |
| TASA Requirements | 2 |
| Mission Statement | 2 |
| Equipment Distribution Program | 2 |
| Client Services | 3 |
| New Client Eligibility | 3 |
| New Client Certification | 4 |
| New Client Age Groups | 4 |
| New Client County of Residence | 5 |
| Equipment | 6 |
| Equipment Vendors | 6 |
| Distributed Equipment | 7 |
| Quality Assurance | 7 |
| Outreach | 8 |
| NDBEDP | 11 |
| Closing Statement | 11 |
| Appendix A | |

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 2014/2015. Here are a few highlights:

- 30,925 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 13,408 new clients received service.
- 17,517 existing clients received modify, exchange, return, or follow-up service.
- 25,564 pieces of specialized telecommunications equipment were distributed.
- Processed 28,347 customer service calls.
- Mailed 831 applications to individuals requesting them.
- Verified more than 94,296 EDP forms.
- 1,112 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 1,601 off-site telephone equipment distributions.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- Managed the NDBEDP for Florida.
- 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 2014/2015 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.


James Forstall, FTRI Executive Director

1



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

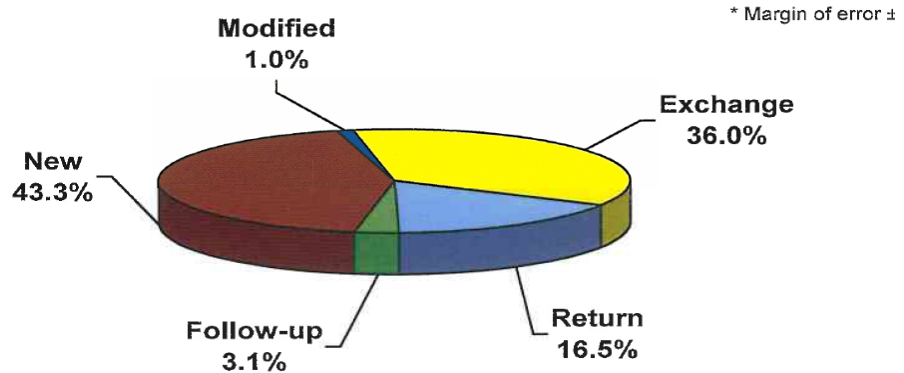
FTRI utilizes a regional distribution system for approximately eighty percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

FTRI contracted with twenty-nine 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

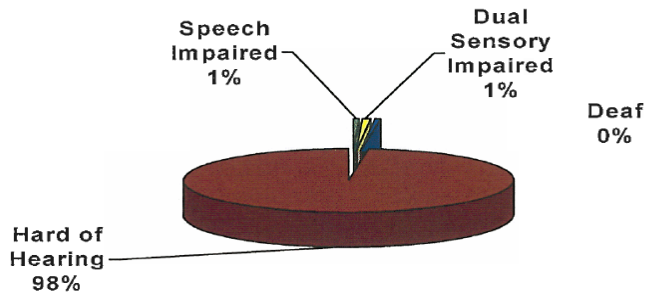
The total number of EDP services provided by FTRI for fiscal year 2014/ was **30,925***. The average number of EDP services provided monthly **2,577**.



New Client Eligibility

FTRI served **13,408** new clients during the reporting period. Clients certifi- eligible for the FTRI program are classified into four distinct groups:

| Group | New Clients |
|-------------------|---------------|
| Deaf | 57 |
| Hard of Hearing | 13,148 |
| Speech Challenged | 85 |
| Dual Sensory* | 118 |
| Total | 13,408 |



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 | 7,615 |
| Audiologist | 3,301 |
| Hearing Aid Specialist | 2,043 |
| Licensed Physician | 355 |
| State Certified Teacher | 2 |
| State Agency | 1 |
| Speech Pathologist | 86 |
| Federal Agency | 5 |
| Total | 13,408 |

New Client Age Groups

The 2014/2015 breakdown of new recipients by age group is as follows:

| Age Group | Recipients |
|--------------|---------------|
| 3 – 9 | 11 |
| 10 – 19 | 19 |
| 20 – 29 | 39 |
| 30 – 39 | 81 |
| 40 – 49 | 236 |
| 50 – 59 | 745 |
| 60 – 69 | 2,194 |
| 70 – 79 | 3,973 |
| 80 – 89 | 4,619 |
| 90 – 99 | 1,451 |
| 100 – 109 | 40 |
| Total | 13,408 |

More people in the 80 to 89 age group received equipment than those of any other specific age group. Approximately seventy-six 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 | 560 | Lake | 538 |
| Baker | 9 | Lee | 392 |
| Bay | 93 | Leon | 130 |
| Bradford | 79 | Levy | 88 |
| Brevard | 297 | Liberty | 3 |
| Broward | 1,051 | Madison | 31 |
| Calhoun | 8 | Manatee | 168 |
| Charlotte | 172 | Marion | 290 |
| Citrus | 255 | Martin | 147 |
| Clay | 121 | Monroe | 9 |
| Collier | 96 | Nassau | 24 |
| Columbia | 117 | Okaloosa | 63 |
| Dade | 786 | Okeechobee | 15 |
| DeSoto | 15 | Orange | 292 |
| Dixie | 22 | Osceola | 34 |
| Duval | 357 | Palm Beach | 1,553 |
| Escambia | 267 | Pasco | 407 |
| Flagler | 192 | Pinellas | 617 |
| Franklin | 10 | Polk | 600 |
| Gadsden | 71 | Putnam | 213 |
| Gilchrist | 21 | Santa Rosa | 95 |
| Glades | 4 | Sarasota | 415 |
| Gulf | 14 | Seminole | 94 |
| Hamilton | 8 | St. Johns | 166 |
| Hardee | 11 | St. Lucie | 124 |
| Hendry | 87 | Sumter | 223 |
| Hernando | 172 | Suwannee | 72 |
| Highlands | 105 | Taylor | 11 |
| Hillsborough | 691 | Union | 10 |
| Holmes | 19 | Volusia | 669 |
| Indian River | 72 | Wakulla | 28 |
| Jackson | 32 | Walton | 29 |
| Jefferson | 13 | Washington | 19 |
| Lafayette | 12 | | |
| | | Total | 13,408 |

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

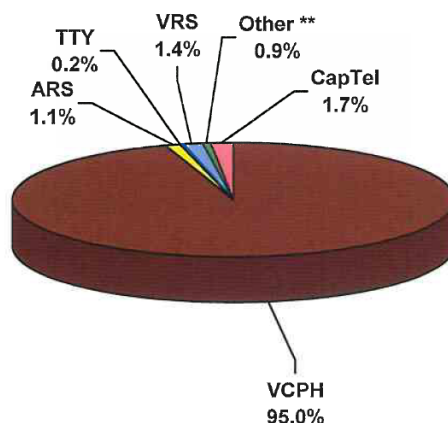
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2014/2015 numbered **25,564*** units. The monthly equipment distribution average was **2,130**.

* Margin of error $\pm 1\%$



** Includes In-line amplifier, phones for the speech challenged, 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. Five thousand five hundred and forty-nine (5,549) questionnaires were mailed during this fiscal year and FTRI received 1,752 responses for a nearly 31 percent return rate. Ninety-seven 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 automated email system sent quality assurance surveys to 4,036 new clients the subsequent day after receiving service and received 1,194 responses for a 29.58 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.



Connecting People to People



Outreach

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 1,112 outreach activities throughout the state. |
| Administered a statewide print media campaign in Fall 2014 and Spring 2015 using customized RDC ads covering major markets. The combined circulations of the newspapers in the campaign total 13,138,918. |
| 20 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website. |
| Information about both Florida Relay and FTRI EDP was made available to over 521 employees through the BPP. |
| Visited 206 TASA Approved Certifiers. |
| 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 CapTel newspaper campaign for the Florida Relay Service. |
| Continued distribution of a monthly E-newsletter for RDC staff. |
| Continued an aggressive posting Memes on FTRI's Twitter and Facebook account with the assistance of Clarity and Sigenthaler. |
| Developed and implemented web-based training programs using Go-To-Meeting program for RDC staff on important topics relative to the FTRI program (RDC Training Sessions). |
| Provided approximately 794 (EDP) and 27 (Outreach) hours of comprehensive training to RDCs during this fiscal year. |
| Contributed articles for publication in HLA-FL, FAD, FLAA, FCOA, FAHSA, FSHHP, Florida Department of Elder Affairs, the Florida Health Care Association and Florida Geriatric Society. |
| Exhibited and distributed phones at the statewide American Legion Annual Convention. |
| Emailed quality assurance surveys to 3,652 new clients who provide an email address with their application. FTRI also developed and emailed 30-day follow-up quality assurance survey to 4,065 clients ensure they are satisfied with their equipment. |



Connecting People to People



FTRI – Equipment Distribution Program

FTRI advertised in major dailies, community newspapers, and used insert ads throughout the state.

HAVE HEARING LOSS?
YOU CAN GET AN
AMPLIFIED PHONE FOR
free!



Call Disability Resource Center, Inc.
at 850.769.6890 or visit
www.ftri.org/pcity.

Florida Telecommunications
FTRI Relay, Inc. www.ftri.org



DIFFICULT HEARING? YOU'RE NOT ALONE.
Stay connected with a
FREE amplified phone.

Three million Floridians have hearing loss.
And they depend on FTRI, the state's exclusive distributor
of amplified phones to residents with hearing loss.

Call the Center for Independent Living of Broward at 954.722.6400 or
visit www.ftri.org/FTRI for more information. Get the phone you need—
at no cost—to stay connected.

Center for Independent Living of Broward
4800 North Lake Road 7 • 8000 F. Suite 102 • Ft. Lauderdale, FL 33309

Florida Telecommunications
FTRI Relay, Inc. #KeepFloridaConnected www.ftri.org



Did you know?

IF YOU HAVE
HEARING LOSS
AND LIVE IN FLORIDA
YOU SHOULD RECEIVE AN
AMPLIFIED PHONE FOR
free!

#KeepFloridaConnected

It's simple.
Call the Family Center on Deafness at
327.329.9983 or complete an application
at ftri.org/LargoCom.

Florida Telecommunications
FTRI Relay, Inc. ftri.org clarity

IF YOU HAVE
HEARING LOSS
AND LIVE IN
FLORIDA
YOU CAN GET AN
AMPLIFIED PHONE
FOR
free!

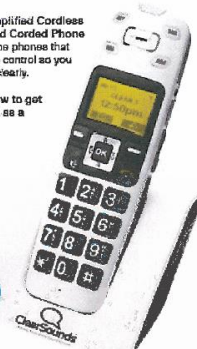


In Port Richey, call Deaf and Hard
of Hearing Services of Florida, Inc.
at 727.853.1010 or visit
www.ftri.org/ptrichey.

Florida Telecommunications
FTRI Relay, Inc. www.ftri.org

(Back and front of insert ad)

Loud, Clear & Free



The ClearSounds® A400 Amplified Cordless Phone and CSC500 Amplified Corded Phone are easy-to-use, powerful home phones that provide amplification and tone control so you can hear every conversation clearly.

See reverse side to learn how to get this phone absolutely FREE as a Florida resident!

Amplifies up to 40 dB

Florida Telecommunications
FTRI Relay, Inc. ClearSounds

Florida Telecommunications
FTRI Relay, Inc. #KeepFloridaConnected

We all know someone with hearing loss.

"Hi, Grandma! Mommy said you got a new ClearSounds® amplified phone from FTRI. It's so great you can hear me! You tell about my soccer games now. I scored a goal today!"

When you or someone you love struggles to hear on the phone, calls become stressful. The need to isolate and frustrate.

There are solutions!

If you live in Florida and have a certified hearing loss, you can receive—*at no cost*—the ClearSounds® A400 Amplified Cordless Phone or CSC500 Amplified Corded Phone. You'll benefit from easy-to-use solutions that offer amplification and tone control to every call. Available crystal-clear, 24/7 high-quality phones are available at no cost through Florida Telecommunications Relay, Inc. (FTRI), a statewide nonprofit 501(c)(3).

Enjoy effortless conversations again—*contact FTRI today.*



ClearSounds

Hearing impaired Persons, Inc. of Charlotte County
2145 Quaker Drive, Unit 9
Fort Charles, FL 32902
FTRI 888.745.6347 www.ftri.org/gp006





Connecting People to People



Social Media Campaign

Website banner ad

FREE PHONE!
for those with hearing loss

Alto™ XLC2™

NEW PRODUCT XLC3.4™

- 50dB of amplification
- Caller ID screen
- Loud and clear speakerphone
- ClarityLogic™ customer support

Florida Telecommunications FTRI Relay, Inc.

Facebook ad

Jacksonville residents with hearing loss... get the amplified phone you need to stay connected.

Florida Telecommunications FTRI Relay, Inc.

Palm Beach County residents with hearing loss... get the amplified phone you need to stay connected.

#KeepFloridaConnected

FTRI - West Palm Beach

www.ftri.org

Like Comment Share

FB/Twitter Memes

Close together or far apart, you're forever in my heart.

Throughout our lives we long to ourselves more deeply, and feel more connected with others.

Does your mom have hearing loss? This Mother's Day, help her get an amplified phone for **FREE**.

KNOW THE SYMPTOMS OF HEARING LOSS? CELEBRATE BETTER HEARING & SPEECH MON

Happy Father's Day!
CELEBRATE DAD - MON - JUNE 21

Did you know?
THERE ARE ABOUT **1,550 AUDIOLOGISTS** IN THE STATE OF FLORIDA.

#KeepFloridaConnected





Connecting People to People



Florida Relay

In addition to FTRI and RDCs conducting presentations and exhibiting, the Florida Relay Service was advertised in newspapers throughout in major markets.

TASA Approved Certifiers

FTRI partnered with 206 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, supported by the FPSC, to distribute equipment to qualified deaf-blind residents in the state of Florida. During this report period, 27 qualified individuals have been provided equipment and training while 15 existing clients received on-going assistance. The pilot program has been extended for a fourth year.

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 516,078 Florida residents have been provided with telecommunications equipment and support services.



**FLORIDA TELECOMMUNICATIONS RELAY, INC.
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
JUNE 30, 2015**

CONTENTS

| | |
|--|-----------|
| INDEPENDENT AUDITORS' REPORT | 1 |
| FINANCIAL STATEMENTS | |
| Statement of Financial Position | 3 |
| Statement of Activities | 5 |
| Statement of Cash Flows | 6 |
| NOTES TO THE FINANCIAL STATEMENTS | 7 |
| SUPPLEMENTAL INFORMATION | 11 |
| MANAGEMENT LETTER | 14 |

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EMAIL: cpas@memcpas.com
www.memcpas.com

August 26, 2015

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

INDEPENDENT AUDITORS' REPORT

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, 2015, 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 Florida Telecommunications Relay, Inc., 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.

Other Matter

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The Schedule of Expenses by Category 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 the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional 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 as a whole.


MOORE ELLISON & MCDUFFIE, CPA'S, PA

FLORIDA TELECOMMUNICATIONS RELAY, INC
STATEMENT OF FINANCIAL POSITION
AS OF JUNE 30, 2015

ASSETS

CURRENT ASSETS

| | |
|---------------------------|-------------------|
| Cash and Cash Equivalents | \$ 15,682,385 |
| Accounts Receivable | 840,755 |
| Prepaid Expenses | <u>7,933</u> |
| | <u>16,531,073</u> |

PROPERTY AND EQUIPMENT

| | |
|--------------------------------|------------------|
| Office Furniture | 46,919 |
| Office Equipment | 91,862 |
| Dual Sensory Equipment | <u>80,273</u> |
| | 219,054 |
| Less: Accumulated Depreciation | <u>(201,099)</u> |
| | <u>17,955</u> |

OTHER ASSETS

| | |
|----------|--------------|
| Deposits | <u>7,839</u> |
|----------|--------------|

| | |
|---------------------|-----------------------------|
| TOTAL ASSETS | <u>\$ 16,556,867</u> |
|---------------------|-----------------------------|

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC
STATEMENT OF FINANCIAL POSITION - CONTINUED
AS OF JUNE 30, 2015**

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

| | |
|-----------------------|---------------|
| Accounts Payable | \$ 617,194 |
| Accrued Leave Payable | <u>38,827</u> |

TOTAL LIABILITIES 656,021

NET ASSETS

| | |
|-------------------------|-------------------|
| Unrestricted Net Assets | <u>15,900,846</u> |
|-------------------------|-------------------|

TOTAL LIABILITIES AND NET ASSETS \$ 16,556,867

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC
STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED
JUNE 30, 2015

REVENUES

| | |
|--|---------------|
| Surcharge Revenue | \$ 7,765,108 |
| National Deaf-Blind Equipment Distribution Program | 250,550 |
| Investment Earnings | <u>43,513</u> |

TOTAL REVENUES 8,059,171

EXPENSES

| | |
|--|----------------|
| Category I - Relay Service | 3,377,734 |
| Category II - Equipment & Repair | 1,556,922 |
| Category III - Equipment Distribution | 1,018,344 |
| Category IV - Outreach | 568,124 |
| Category V - General & Administrative | 928,524 |
| Category VI - National Deaf-Blind Equipment Distribution Program | <u>250,550</u> |

TOTAL EXPENSES 7,700,198

CHANGE IN UNRESTRICTED NET ASSETS 358,973

NET ASSETS, BEGINNING OF YEAR 15,541,873

NET ASSETS, END OF YEAR \$ 15,900,846

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED
JUNE 30, 2015

Operating Activities

| | | |
|----------------------|----|---------|
| Change in Net Assets | \$ | 358,973 |
|----------------------|----|---------|

**Adjustments to Reconcile Change in Net Assets to
Net Cash From Operating Activities**

| | | |
|--------------|--|-------|
| Depreciation | | 6,620 |
|--------------|--|-------|

Decrease (Increase) in Assets:

| | | |
|---------------------|--|---------|
| Accounts Receivable | | 116,300 |
|---------------------|--|---------|

| | | |
|------------------|--|---------|
| Prepaid Expenses | | (2,864) |
|------------------|--|---------|

| | | |
|----------|--|-------|
| Deposits | | 1,100 |
|----------|--|-------|

Increase (Decrease) in Liabilities:

| | | |
|------------------|--|-----------|
| Accounts Payable | | (258,149) |
|------------------|--|-----------|

| | | |
|------------------|--|---------|
| Accrued Expenses | | (5,027) |
|------------------|--|---------|

| | | |
|---|--|----------------|
| Net Cash From Operating Activities | | <u>216,953</u> |
|---|--|----------------|

Investing Activities

| | | |
|---------------------------------------|--|----------------|
| (Purchase) / Disposal of Fixed Assets | | <u>(5,518)</u> |
|---------------------------------------|--|----------------|

| | | |
|--|--|----------------|
| Net Cash Used By Investing Activities | | <u>(5,518)</u> |
|--|--|----------------|

| | | |
|--|--|---------|
| Net Increase / (Decrease) in Cash | | 211,435 |
|--|--|---------|

| | | |
|------------------------------------|--|-------------------|
| Cash at Beginning of Period | | <u>15,470,950</u> |
|------------------------------------|--|-------------------|

| | | |
|------------------------------|-----------|--------------------------|
| Cash at End of Period | \$ | <u><u>15,682,385</u></u> |
|------------------------------|-----------|--------------------------|

Supplemental Disclosures

Income

| | | |
|-----------------|----|--------|
| Interest Income | \$ | 43,513 |
|-----------------|----|--------|

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED JUNE 30, 2015

A. Organization

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit that was incorporated in June of 1991 under the laws of the State of Florida for the purpose of acting as an administrator of the Telecommunications Access Systems Act, pursuant to s.427.704(2). The Organization 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 access lines of residents of the State of Florida.

B. Significant Accounting Policies

A summary of the Company's significant accounting policies consistently applied in the preparation of the accompanying financial statements are as follows:

Basis of Accounting

The Company utilized the accrual basis of accounting, whereby income is recognized as earned and expenses are recognized as obligations are incurred.

Cash and Cash Equivalents

Cash and cash equivalents consist of short-term investments with an original maturity of three months or less, cash on deposit, money market funds and certificates of deposit.

Accounts Receivable

Accounts receivable consists 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 following month. The Organization has established an allowance for doubtful accounts and uses the reserve method for recognizing bad debts. As of June 30, 2015, management believes all receivables are collectible.

Property and Equipment

Property and Equipment are recorded at cost. Improvements are capitalized, while expenditures for maintenance and repairs are expensed as incurred. Upon disposal of depreciable property, the appropriate property accounts are reduced by the related costs and accumulated depreciation. The resulting gains and losses are reflected in the statements of operations. Property and equipment are depreciated over estimated service lives as follows:

| | | |
|------------------------|---------|---------------|
| Office Furniture | 5 years | straight-line |
| Office Equipment | 5 years | straight-line |
| Dual-Sensory Equipment | 5 years | straight-line |

SEE INDEPENDENT AUDITORS' REPORT

FLORIDA TELECOMMUNICATIONS RELAY, INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED JUNE 30, 2015

Income Taxes

The Organization, a Florida not-for-profit corporation, is exempt under Internal Revenue Code 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.

Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America 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.

C. Operating Lease Commitments

The Organization leases office space a under noncancelable operating lease dated November 26, 2001. The current lease term began on February 29, 2012 and expires on February 28, 2017. The base rent payable per month is \$7,380.

The Organization leases its copier under a noncancelable operating lease dated June 26, 2013. The lease is for a period of 48 months. Monthly lease payments are \$92.

Maturities of the leases payable in each of the next five years as of June 30, 2015 are approximated as follows:

| <u>Year Ending</u> | <u>Amount</u> |
|--------------------|-------------------|
| June 30, 2016 | \$ 89,667 |
| June 30, 2017 | 60,146 |
| June 30, 2018 | 0 |
| June 30, 2019 | 0 |
| June 30, 2020 | 0 |
| Thereafter | 0 |
| Total | <u>\$ 149,813</u> |

D. Retirement Plan

The Organization contributes to a multiple employer, qualified, 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 11.1% 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, 2015 was \$61,858.

SEE INDEPENDENT AUDITORS' REPORT

FLORIDA TELECOMMUNICATIONS RELAY, INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED JUNE 30, 2015

E. Current Vulnerability Due to Certain Concentrations

The Organization 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, 2015, the Organization had deposits at Regions Bank 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. The Organization considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having 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 benefit. The Public Depository 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 sector 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.

During the year ended June 30, 2015, the Organization recognized \$7,765,108 of surcharge revenue. The amount represents 96% of total revenue and support.

F. Related Party Transactions

There were no related party transactions discovered during the course of our audit.

G. Commitments and Contingencies

Currently, the Organization has not accrued any liabilities associated with any legal action or threatened legal action.

H. Uncertain Tax Positions

The IRS has three years to audit your tax returns and assess any additional tax liabilities.

SEE INDEPENDENT AUDITORS' REPORT

**FLORIDA TELECOMMUNICATIONS RELAY, INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED JUNE 30, 2015**

I. Subsequent Events

Management has considered subsequent events through August 26, 2015, the date which the financial statements were available to be issued. No items requiring additional adjustment or disclosure have been identified.

SEE INDEPENDENT AUDITORS' REPORT

SUPPLEMENTAL INFORMATION

FLORIDA TELECOMMUNICATIONS RELAY, INC
SCHEDULE OF EXPENSES BY CATEGORY
FOR THE YEAR ENDED JUNE 30, 2015

CATEGORY I - RELAY SERVICE

| | |
|---------------------------|---------------------|
| Dual Party Relay Provider | <u>\$ 3,377,734</u> |
|---------------------------|---------------------|

CATEGORY II - EQUIPMENT AND REPAIR

| | |
|-------------------------------------|---------------------|
| ARS/VRS Signaling Equipment | \$ 16,962 |
| CAPTEL Equipment | 15,985 |
| Telecommunications Equipment Repair | 187,826 |
| TeliTalk Speech Aid Phone | 13,800 |
| VCO Telephone | 492 |
| VCP Hearing Impaired | 282,537 |
| VCP Speech Impaired | 601 |
| VCPH Cordless | 1,034,085 |
| VCPS-RC200 | <u>4,634</u> |
| | <u>\$ 1,556,922</u> |

CATEGORY III - EQUIPMENT DISTRIBUTION

| | |
|--------------------------------------|---------------------|
| Freight/Telecommunications Equipment | \$ 65,782 |
| Regional Distribution Centers | 952,094 |
| Training | <u>468</u> |
| | <u>\$ 1,018,344</u> |

CATEGORY IV - OUTREACH

| | |
|--------------------|-------------------|
| Outreach - General | <u>\$ 568,124</u> |
|--------------------|-------------------|

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC
SCHEDULE OF EXPENSES BY CATEGORY
FOR THE YEAR ENDED JUNE 30, 2015

CATEGORY V - GENERAL AND ADMINISTRATIVE

| | |
|-----------------------------------|-------------------|
| Accounting/Auditing | \$ 23,900 |
| Advertising | 655 |
| Computer Consultation | 8,428 |
| Computer Software | 1,613 |
| Depreciation | 6,620 |
| Dues and Subscriptions | 2,115 |
| Employee Compensation | 411,168 |
| Employee Training | 7,950 |
| Equipment Maintenance | 1,136 |
| Furniture and Equipment Purchases | 379 |
| Insurance | 152,252 |
| Legal | 72,080 |
| Meeting and Interpreter Expense | 5,015 |
| Office Equipment Lease | 1,773 |
| Office Expense | 13,658 |
| Payroll Taxes | 34,698 |
| Postage | 8,514 |
| Printing | 1,095 |
| Rent | 79,565 |
| Retirement | 61,858 |
| Telephone | 16,113 |
| Travel and Business Expense | 15,773 |
| Utilities | <u>2,166</u> |
| | <u>\$ 928,524</u> |

CATEGORY VI - NATIONAL DEAF-BLIND EQUIPMENT DISTRIBUTION PROGRAM

| | |
|------------------|-------------------|
| Program Expenses | <u>\$ 250,550</u> |
|------------------|-------------------|

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

Appendix C
Florida Relay Service Information: Bills from AT&T Services, Inc. for the period July 1, 2014 through February 29, 2015 and from Sprint for the period March 1, 2015 through June 20, 2015

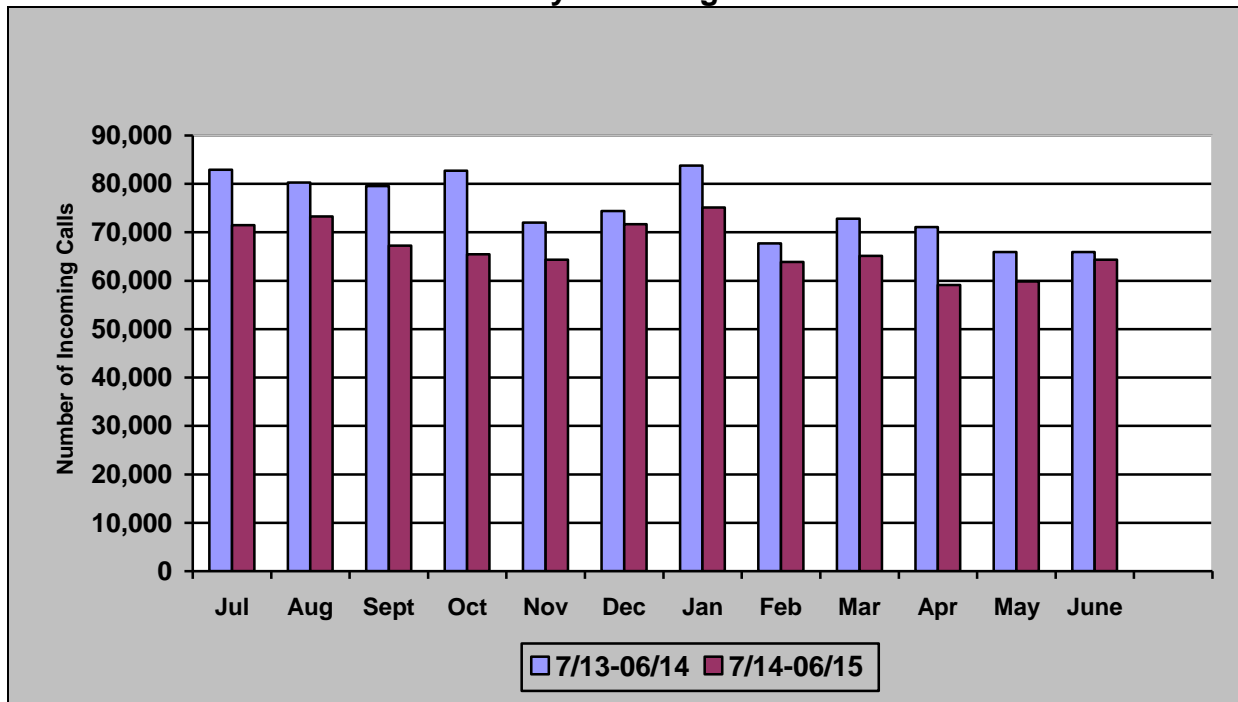
TABLE OF CONTENTS

| | |
|---|----|
| Monthly Incoming Calls..... | 46 |
| Monthly Incoming Calls by Type..... | 47 |
| Monthly Incoming and Monthly Outgoing Calls..... | 48 |
| Monthly Outgoing Call Volume..... | 49 |
| Monthly Outgoing Call Types..... | 50 |
| Monthly Outgoing Local vs. Long Distance Calls..... | 51 |
| Completed Outgoing Call Distribution in Daily Average Minute..... | 52 |
| CapTel Minutes and Charges..... | 53 |

Monthly Incoming Calls

| Total Incoming Calls July 2013 – June 2014 | | Total Incoming Calls July 2014 – June 2015 | |
|---|----------------|---|----------------|
| Jul | 82,922 | Jul | 71,506 |
| Aug | 80,291 | Aug | 73,281 |
| Sept | 79,542 | Sept | 67,255 |
| Oct | 82,732 | Oct | 65,449 |
| Nov | 72,024 | Nov | 64,322 |
| Dec | 74,361 | Dec | 71,711 |
| Jan | 83,791 | Jan | 75,089 |
| Feb | 67,697 | Feb | 63,904 |
| Mar | 72,794 | Mar | 65,150 |
| Apr | 71,065 | Apr | 59,122 |
| May | 65,927 | May | 59,837 |
| Jun | 65,912 | Jun | 64,338 |
| Total | 899,058 | Total | 800,964 |

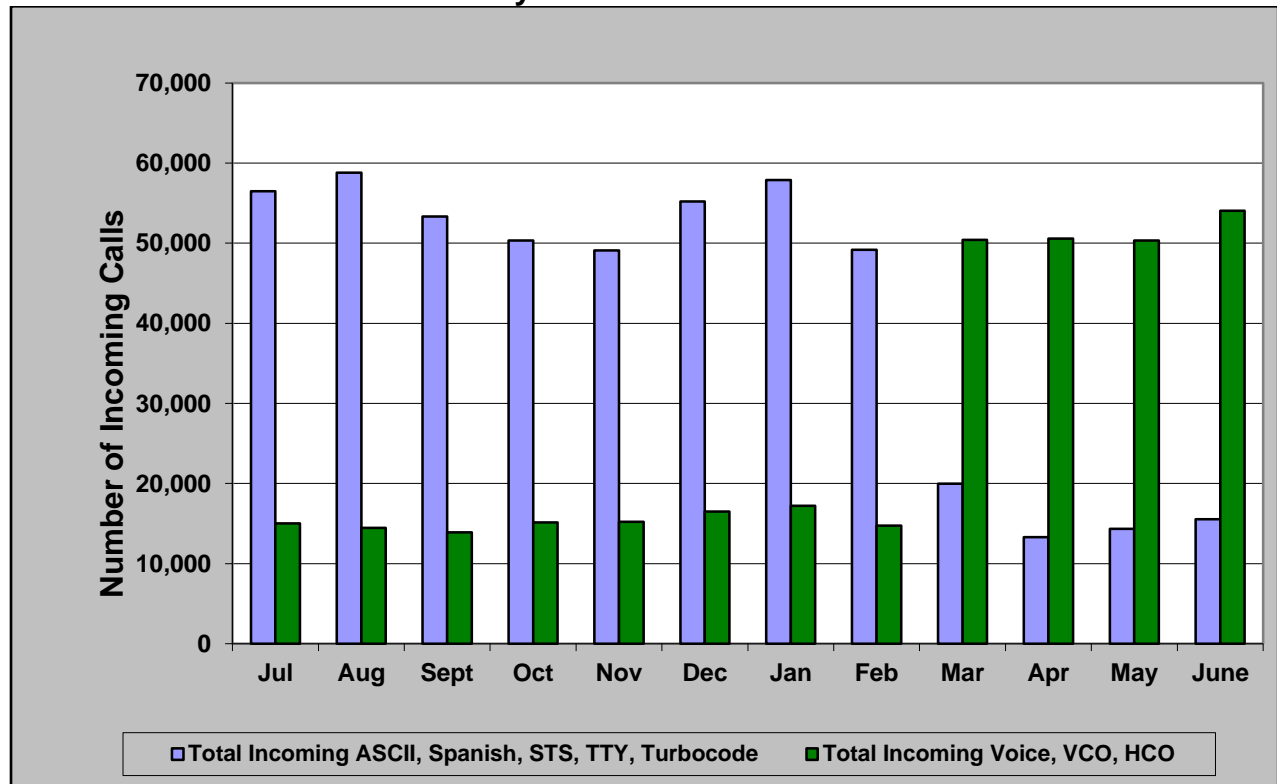
Monthly Incoming Calls



**Monthly Incoming Calls by Type
July 2014 – June 2015**

| | Incoming ASCII | Incoming Spanish | Incoming STS | Incoming TTY | Incoming Turbocode | Total Incoming ASCII, Spanish, STS, TTY, Turbocode | Incoming Voice | Incoming VCO | Incoming HCO | Total Incoming Voice, VCO, HCO |
|--------------|----------------|------------------|--------------|--------------|--------------------|--|----------------|--------------|--------------|--------------------------------|
| July | 309 | 3,253 | 439 | 49,816 | 2,685 | 56,502 | 9,904 | 4,935 | 165 | 15,004 |
| Aug | 310 | 3,228 | 232 | 51,329 | 3,713 | 58,812 | 9,903 | 4,398 | 168 | 14,469 |
| Sept | 274 | 1,421 | 396 | 48,632 | 2,615 | 53,338 | 9,487 | 4,272 | 158 | 13,917 |
| Oct | 262 | 3 | 193 | 47,445 | 2,415 | 50,318 | 10,385 | 4,628 | 118 | 15,131 |
| Nov | 272 | 1 | 279 | 46,086 | 2,473 | 49,111 | 10,734 | 4,377 | 100 | 15,211 |
| Dec | 391 | 1 | 354 | 51,609 | 2,873 | 55,228 | 11,297 | 5,064 | 122 | 16,483 |
| Jan | 425 | 0 | 307 | 52,212 | 4,933 | 57,877 | 12,529 | 4,520 | 163 | 17,212 |
| Feb | 374 | 0 | 170 | 44,032 | 4,590 | 49,166 | 10,809 | 3,752 | 177 | 14,738 |
| March | 457 | 5,154 | 97 | 12,130 | 2,142 | 19,980 | 47,317 | 2,959 | 135 | 50,411 |
| April | 501 | 4,572 | 180 | 6,292 | 1,749 | 13,294 | 47,478 | 3,050 | 50 | 50,578 |
| May | 450 | 4,711 | 178 | 7,111 | 1,911 | 14,361 | 47,318 | 2,974 | 51 | 50,343 |
| June | 602 | 5,167 | 90 | 7,714 | 1,949 | 15,522 | 51,114 | 2,814 | 109 | 54,037 |
| Total | 4,627 | 27,511 | 2,915 | 424,408 | 34,048 | 493,509 | 278,275 | 47,743 | 1,516 | 327,534 |

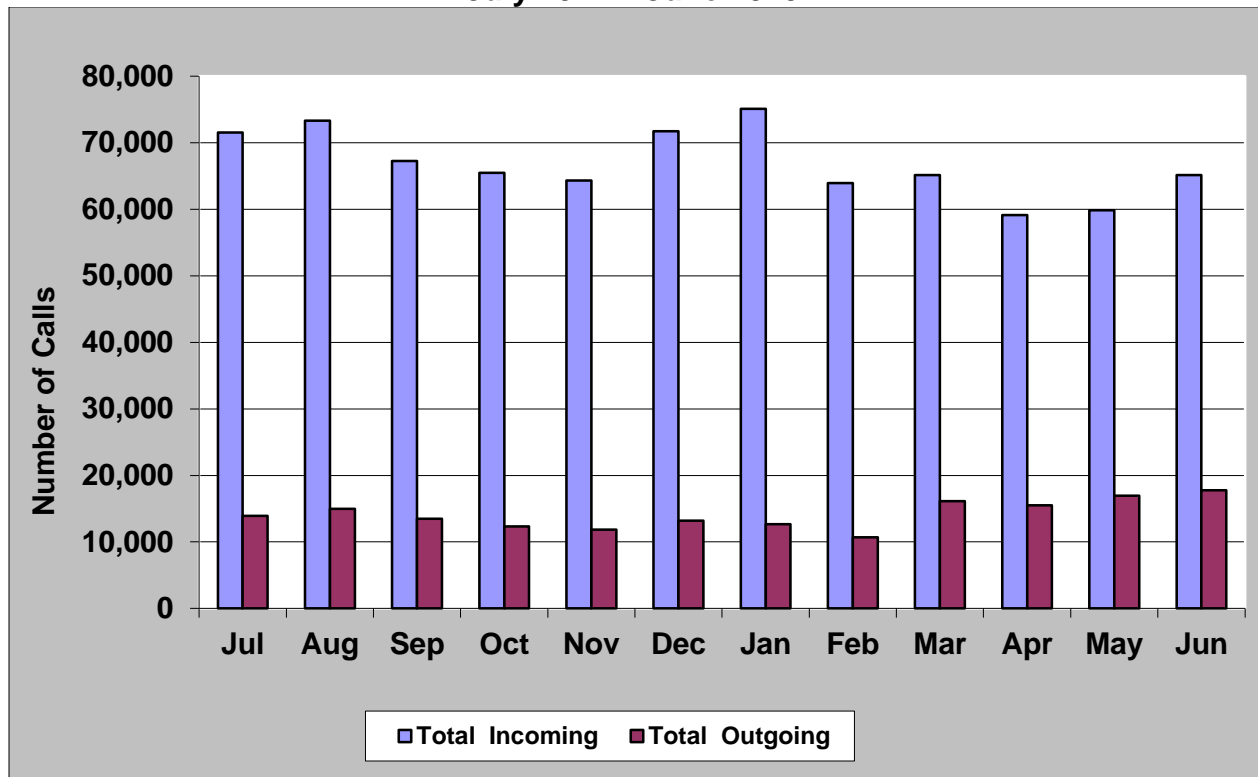
**Monthly Incoming Calls by Type
July 2014 – June 2015**



**Monthly Incoming and Monthly Outgoing Calls
July 2014 – June 2015**

| | Total Incoming | Incomplete Outgoing | Complete Outgoing | Total Outgoing |
|--------------|-----------------------|----------------------------|--------------------------|-----------------------|
| Jul | 71,506 | 1,537 | 12,386 | 13,923 |
| Aug | 73,281 | 2,392 | 12,568 | 14,960 |
| Sept | 67,255 | 1,806 | 11,695 | 13,501 |
| Oct | 65,449 | 1,448 | 10,878 | 12,326 |
| Nov | 64,322 | 1,478 | 10,386 | 11,864 |
| Dec | 71,711 | 1,580 | 11,636 | 13,216 |
| Jan | 75,089 | 1,613 | 11,055 | 12,668 |
| Feb | 63,904 | 1,206 | 9,500 | 10,706 |
| Mar | 65,150 | 2,930 | 13,217 | 16,147 |
| Apr | 59,122 | 2,781 | 12,733 | 15,514 |
| May | 59,837 | 2,897 | 14,049 | 16,946 |
| Jun | 65,150 | 3,345 | 14,398 | 17,743 |
| Total | 801,776 | 25,013 | 144,501 | 169,514 |

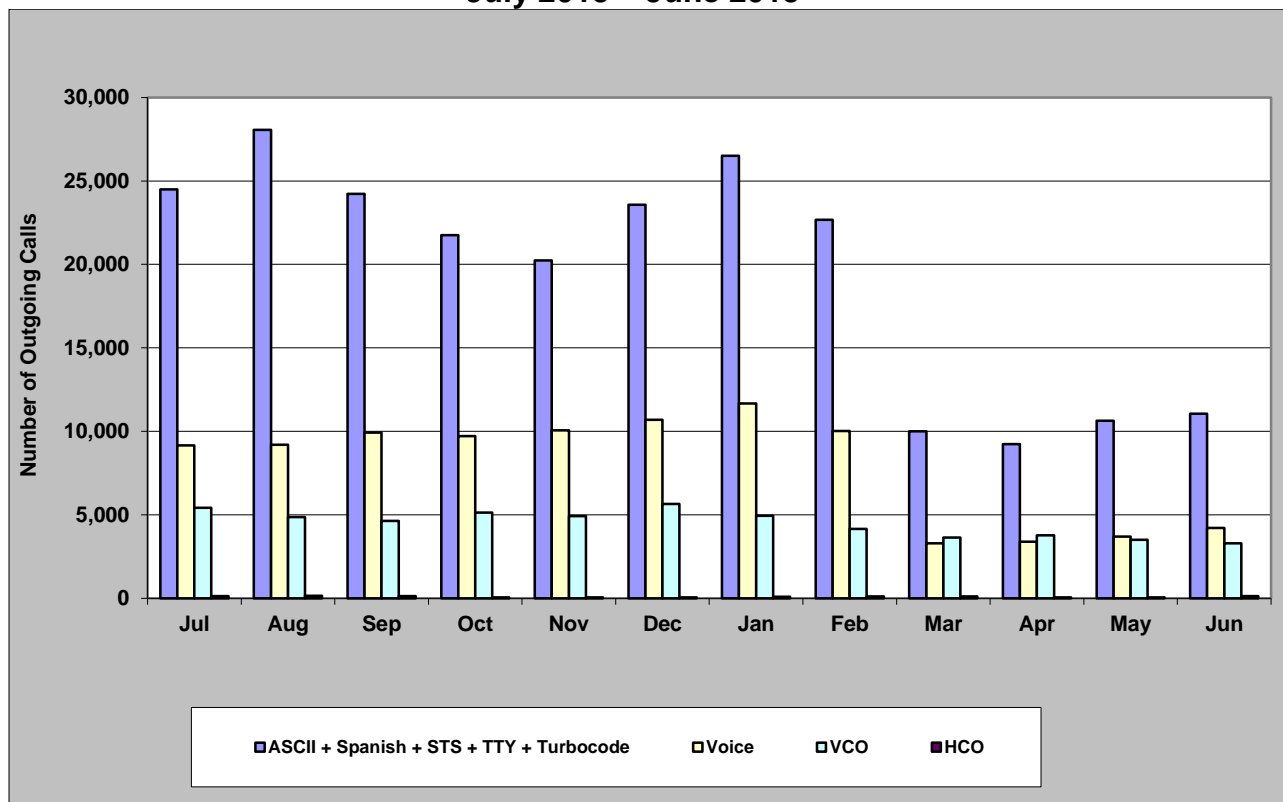
**Monthly Incoming Calls and Monthly Outgoing Calls
July 2014 – June 2015**



Monthly Outgoing Call Volume July 2014 – June 2015

| | Outgoing ASCII | Outgoing Spanish | Outgoing STS | Outgoing TTY | Outgoing Turbocode | ASCII + Spanish + STS+ TTY+ Turbocode | Outgoing Voice | Outgoing VCO | Outgoing HCO | Total Outgoing Voice, VCO, HCO |
|--------------|----------------|------------------|--------------|----------------|--------------------|---------------------------------------|----------------|---------------|--------------|--------------------------------|
| Jul | 242 | 1,924 | 479 | 18,168 | 3,683 | 24,496 | 9,152 | 5,420 | 135 | 14,707 |
| Aug | 232 | 2,062 | 265 | 20,441 | 5,052 | 28,052 | 9,199 | 4,858 | 147 | 14,204 |
| Sept | 183 | 865 | 436 | 19,126 | 3,608 | 24,218 | 8,822 | 4,634 | 125 | 13,581 |
| Oct | 192 | 3 | 230 | 18,088 | 3,233 | 21,746 | 9,719 | 5,139 | 65 | 14,923 |
| Nov | 218 | 1 | 346 | 16,540 | 3,138 | 20,243 | 10,052 | 4,924 | 50 | 15,026 |
| Dec | 286 | 1 | 417 | 19,326 | 3,553 | 23,583 | 10,689 | 5,644 | 48 | 16,381 |
| Jan | 300 | 0 | 352 | 20,329 | 5,519 | 26,500 | 11,678 | 4,944 | 95 | 16,717 |
| Feb | 264 | 0 | 187 | 17,208 | 5,022 | 22,681 | 10,023 | 4,153 | 115 | 14,291 |
| Mar | 309 | 881 | 45 | 6,465 | 2,306 | 10,006 | 3,303 | 3,640 | 115 | 7,058 |
| Apr | 326 | 802 | 139 | 5,601 | 2,370 | 9,238 | 3,394 | 3,772 | 49 | 7,215 |
| May | 289 | 809 | 130 | 6,745 | 2,657 | 10,630 | 3,689 | 3,515 | 51 | 7,255 |
| Jun | 283 | 945 | 47 | 7,446 | 2,357 | 11,078 | 4,212 | 3,304 | 141 | 7,657 |
| Total | 3,124 | 8,293 | 3,073 | 175,483 | 42,498 | 232,471 | 93,932 | 53,947 | 1,136 | 149,015 |

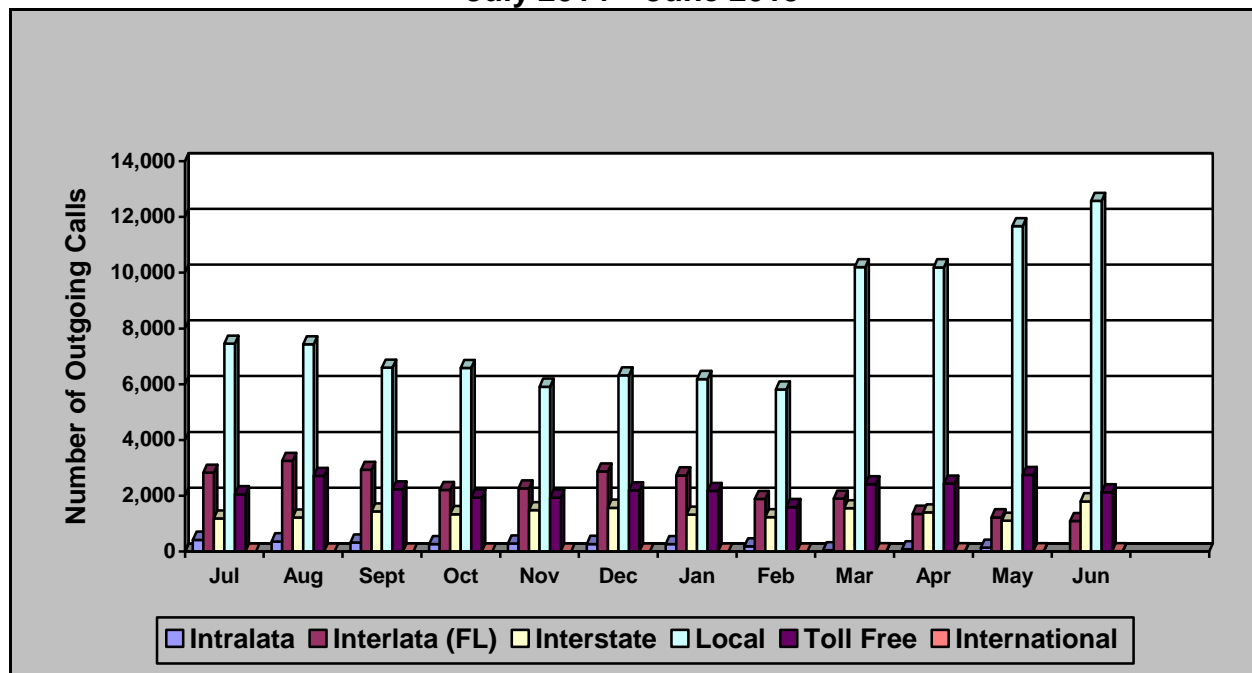
Monthly Outgoing Call Volume July 2015 – June 2015



Monthly Outgoing Call Types July 2014 – June 2015

| Month | Local | Toll Free | Intrastate Intralata | Intrastate Interlata (FL) | Interstate | International | Total Outgoing |
|--------------|---------------|---------------|-------------------------|------------------------------|---------------|---------------|----------------|
| Jul | 7,450 | 2,050 | 417 | 2,824 | 1,182 | 0 | 13,923 |
| Aug | 7,434 | 2,707 | 360 | 3,246 | 1,213 | 0 | 14,960 |
| Sept | 6,595 | 2,223 | 321 | 2,930 | 1,432 | 0 | 13,501 |
| Oct | 6,584 | 1,935 | 264 | 2,207 | 1,336 | 0 | 12,326 |
| Nov | 5,909 | 1,930 | 283 | 2,264 | 1,478 | 0 | 11,864 |
| Dec | 6,314 | 2,192 | 269 | 2,873 | 1,566 | 2 | 13,216 |
| Jan | 6,185 | 2,169 | 263 | 2,728 | 1,323 | 0 | 12,668 |
| Feb | 5,811 | 1,590 | 186 | 1,886 | 1,230 | 3 | 10,706 |
| Mar | 10,202 | 2,411 | 48 | 1,895 | 1,549 | 14 | 16,119 |
| Apr | 10,194 | 2,430 | 80 | 1,349 | 1,400 | 9 | 15,462 |
| May | 11,672 | 2,493 | 141 | 1,471 | 1,106 | 11 | 16,894 |
| Jun | 12,580 | 2,124 | 64 | 1,092 | 1,796 | 14 | 17,670 |
| Total | 96,930 | 26,254 | 2,696 | 26,516 | 16,611 | 53 | 169,309 |

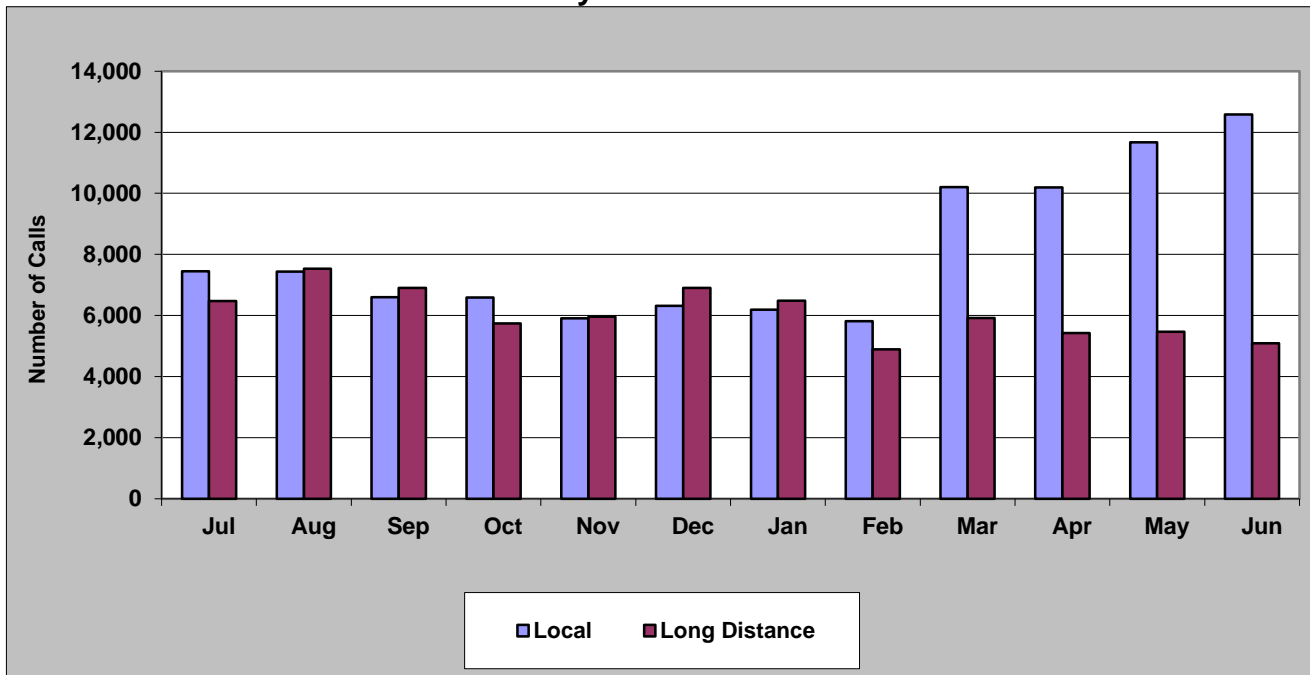
Monthly Outgoing Call Types July 2014 – June 2015



**Monthly Outgoing Local vs. Long Distance Calls
July 2014 – June 2015**

| Month | Local | Total Long Distance | Toll Free | Intrastate Intralata | Intrastate Interlata | Interstate | International |
|--------------|---------------|---------------------|---------------|----------------------|----------------------|---------------|---------------|
| Jul | 7,450 | 6,473 | 2,050 | 417 | 2,824 | 1,182 | 0 |
| Aug | 7,434 | 7,526 | 2,707 | 360 | 3,246 | 1,213 | 0 |
| Sept | 6,595 | 6,906 | 2,223 | 321 | 2,930 | 1,432 | 0 |
| Oct | 6,584 | 5,742 | 1,935 | 264 | 2,207 | 1,336 | 0 |
| Nov | 5,909 | 5,955 | 1,930 | 283 | 2,264 | 1,478 | 0 |
| Dec | 6,314 | 6,902 | 2,192 | 269 | 2,873 | 1,566 | 2 |
| Jan | 6,185 | 6,483 | 2,169 | 263 | 2,728 | 1,323 | 0 |
| Feb | 5,811 | 4,892 | 1,590 | 186 | 1,886 | 1,230 | 3 |
| Mar | 10,202 | 5,917 | 2,411 | 48 | 1,895 | 1,549 | 14 |
| Apr | 10,194 | 5,268 | 2,430 | 80 | 1,349 | 1,400 | 9 |
| May | 11,672 | 5,222 | 2,493 | 141 | 1,471 | 1,106 | 11 |
| Jun | 12,580 | 5,090 | 2,124 | 64 | 1,092 | 1,796 | 14 |
| Total | 96,930 | 72,783 | 26,661 | 2,696 | 26,765 | 16,611 | 53 |

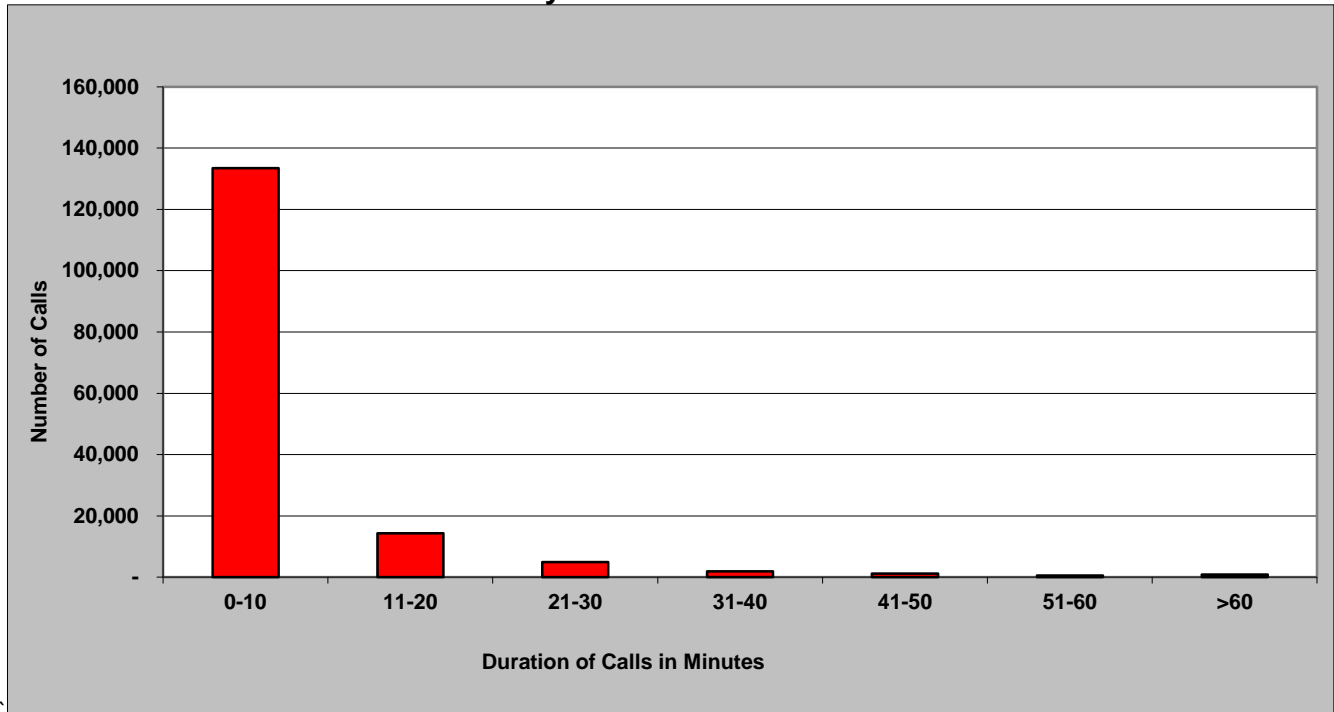
**Monthly Outgoing Local vs. Long Distance Calls
July 2014 – June 2015**



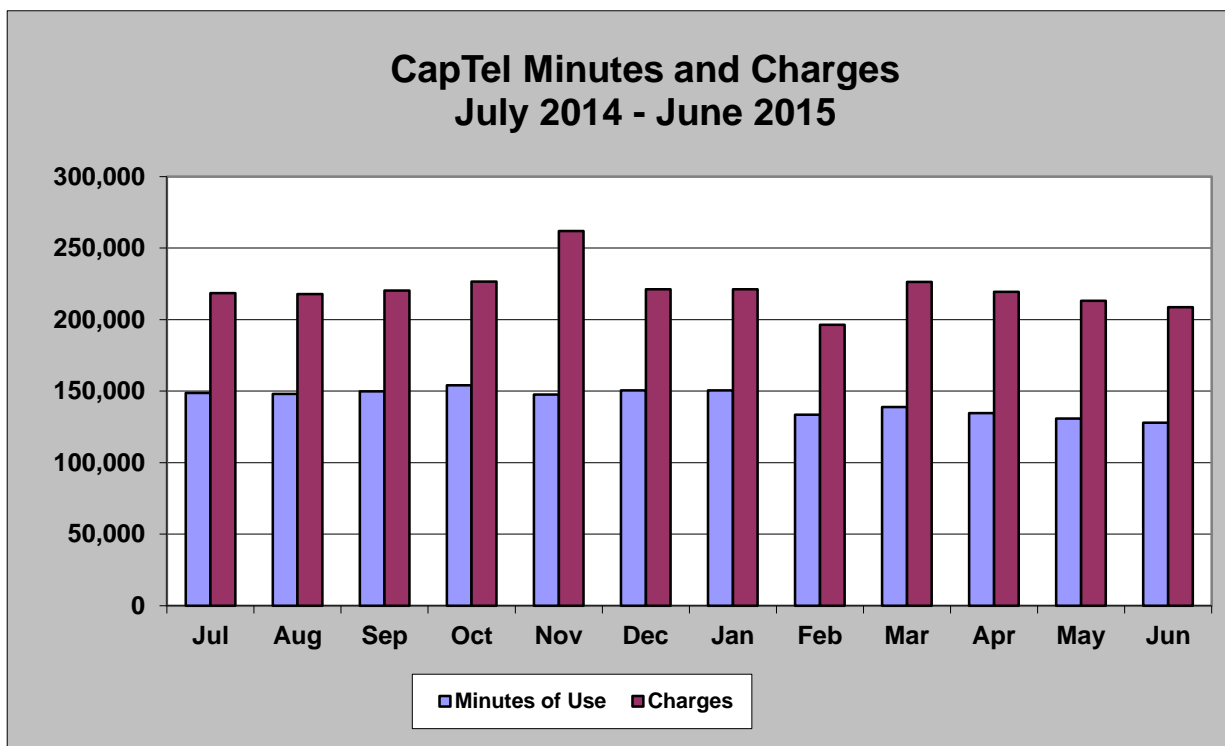
**Completed Outgoing Call Distribution in Daily Average Minutes
July 2014 – June 2015**

| In Minutes | | | | | | | |
|----------------|----------------|---------------|--------------|--------------|--------------|------------|------------|
| Month | 0-10 | 11-20 | 21-30 | 31-40 | 41-50 | 51-60 | >60 |
| Jul | 11,660 | 1,370 | 501 | 184 | 109 | 41 | 58 |
| Aug | 12,679 | 1,323 | 512 | 196 | 121 | 60 | 69 |
| Sept | 11,314 | 1,302 | 476 | 189 | 100 | 49 | 71 |
| Oct | 10,246 | 1,241 | 434 | 169 | 116 | 49 | 71 |
| Nov | 9,900 | 1,129 | 396 | 200 | 130 | 39 | 70 |
| Dec | 11,193 | 1,258 | 387 | 180 | 93 | 44 | 61 |
| Jan | 10,664 | 1,176 | 415 | 144 | 149 | 44 | 76 |
| Feb | 8,913 | 1,037 | 375 | 167 | 119 | 34 | 61 |
| Mar | 11,367 | 1,203 | 355 | 132 | 59 | 40 | 61 |
| Apr | 10,519 | 1,120 | 344 | 133 | 65 | 29 | 55 |
| May | 12,325 | 1,095 | 345 | 118 | 62 | 37 | 67 |
| Jun | 12,649 | 1,069 | 331 | 123 | 83 | 42 | 101 |
| Average | 133,429 | 14,323 | 4,871 | 1,935 | 1,206 | 508 | 821 |

**Completed Outgoing Call Distribution in Daily Average Minutes
July 2014 – June 2015**



| CapTel Minutes and Charges July 2014 – June 2015 | | |
|---|------------------|-----------------------|
| Month | Minutes of Use | Charges (\$) |
| Jul | 148,706 | \$218,598 |
| Aug | 148,155 | \$217,788 |
| Sept | 149,832 | \$220,253 |
| Oct | 154,144 | \$226,592 |
| Nov | 147,595 | \$216,964 |
| Dec | 150,481 | \$221,207 |
| Jan | 150,467 | \$221,188 |
| Feb | 133,587 | \$196,373 |
| Mar | 138,915 | \$226,431 |
| Apr | 134,567 | \$219,344 |
| May | 130,831 | \$213,255 |
| Jun | 127,981 | \$208,608 |
| Total | 1,715,261 | \$2,606,601.00 |



Glossary

Administrator A nonprofit corporation⁶ 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,⁷ (2) to distribute and maintain specialized telecommunications devices,⁸ and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.⁹ 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 deaf-blind.¹⁰ 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 telecommunications devices for the deaf use Baudot which has a fixed baud rate of 45.5.

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

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

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

⁶ 427.704(2), Florida Statutes

⁷ 427.705(1)(d)&(g), Florida Statutes

⁸ 427.705(1)(a), Florida Statutes

⁹ 427.705(1)(a)-(b), Florida Statutes

¹⁰ 427.706, Florida Statutes

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

Dual Sensory Impaired Having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

FCC Federal Communications Commission.

FPSC or Commission The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system.¹¹

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.¹²

Regional Distribution Centers Non-profit agencies across Florida contracted by FTRI to provide equipment distribution services.

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.

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.

¹¹ 427.704(1), Florida Statutes

¹² 427.704(3)(a), Florida Statutes

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) 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. (2) A Visual Ring Signaler is a signaler which connects to a lamp and makes the light flash on and off when the telephone rings.