The Status of the Telecommunications Access System Act of 1991

December 2020

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I. Telecommunications Access System Act of 1991

Chapter 427, Florida Statutes (F.S.), established the Telecommunications Access System Act of 1991 (TASA). Section 427.702, F.S., requires the Florida telecommunications access system to be compliant with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act (ADA). The services were created by the ADA to enable an individual with a hearing or speech disability to communicate by telephone or other device through the telephone system. Section 427.704, F.S., charges the Florida Public Service Commission (FPSC or Commission) with overseeing the administration of the statewide telecommunications access system. Further, Section 427.704(9), F.S., requires the Commission to prepare an annual report on the operation of the telecommunications access system and make it available on the Commission's website.

Pursuant to TASA, the Commission is responsible for establishing, implementing, promoting, and overseeing the administration of the statewide telecommunications access system. The purpose of the statewide telecommunications access system is to provide equitable basic access to the telecommunications network for individuals who are deaf, hard of hearing, deaf-blind, or speech impaired. Specifically, the FPSC is responsible for selecting a provider of basic telecommunications relay service (TRS) and captioned telephone service (CapTel or CTS), as well as overseeing the delivery of service.

On September 7, 2017, after proposals were submitted and evaluated, the FPSC awarded Sprint Accessibility with the current contract to provide relay services in Florida. Sprint Accessibility's relay contract was for a period of three years beginning on March 1, 2018. The contract contains options to extend the contract for four additional one-year periods upon mutual consent by the FPSC and Sprint Accessibility. In January 2020, Sprint Accessibility provided advanced notice to the FPSC of its desire to extend the contract for the first one year extension option. The FPSC agreed to the extension from March 1, 2021 through February 28, 2022, pursuant to the existing rates, terms and conditions.[1]

Traditional TRS and CapTel services are funded by the state through a monthly per access line surcharge on landline access lines, up to 25 lines per customer. Wireless and Voice over Internet Protocol (VoIP) services are not required to support traditional TRS and CapTel services through such surcharges.

In May 1991, as required by TASA, the FPSC directed the local exchange companies to form a not-for-profit corporation to administer the distribution of specialized equipment as authorized by TASA.[2] Florida Telecommunications Relay, Inc. was created to fulfill that role.

[1] Docket No. 20170039-TP, Contract to Provide Telecommunications Relay Service (TRS) and Caption Telecommunications Service (CapTel) to Florida, filed November 20, 2018, http://www.floridapsc.com/library/filings/2017/09975-2017/09975-2017.pdf, accessed October 14, 2020.

[2] Docket No 19910496-TP, Telecommunications Access System Act of 1991, Order No. 24462, issued May 1, 1991, http://www.floridapsc.com/library/filings/1991/04253-1991/04253-1991.pdf, accessed on October 14, 2020.

II. Florida Telecommunications Relay, Inc.

Under the FPSC's oversight, Florida Telecommunications Relay, Inc. (FTRI) fulfills some of the requirements of TASA by distributing specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired. FTRI also performs outreach to increase consumer awareness of both FTRI's programs and the telecommunications access system. FTRI and its 20 regional distribution centers conducted 940 outreach events during the last fiscal year. FTRI's operations are funded through the collection of the TASA surcharge. Additional guidance is provided by FTRI's Board of Directors, which is currently comprised of four members representing telecommunications and cable companies.

The figures below provide a summary of FTRI's administration of the Florida telecommunications access system. Figure 1 shows FTRI's revenues and expenses for Fiscal Year 2019-2020. FTRI's largest expense component, relay services expense, accounted for almost half of all expenses for Fiscal Year 2019-2020. These expenses are paid by FTRI to Sprint Accessibility for relay services. These services are discussed further in section III. Any funding surpluses are deposited in a reserve account.

Figure 1
FTRI Financial Report
(For Fiscal Year 2019-2020)

Account	Amount
Total Revenue	$5,088,119
Relay Services Expense	(2,220,524)
Equipment and Repair Expense	(575,130)
Equipment Distribution Expense	(411,598)
Outreach Expense	(494,470)
Administrative Expense	(871,882)
Revenue Less Expenses	**$514,515**

Source: Florida Telecommunications Relay Inc.'s 2019-2020 Financial Statements.

FTRI, as the relay administrator, is required by Section 427.704(7), F.S., to file a report with the Commission by November 1 of each year that includes the status of the distribution of specialized telecommunications devices. FTRI distributed approximately 9,584 pieces of relay equipment for Fiscal Year 2019-2020. The equipment predominantly distributed by FTRI is the volume control telephone for the hard of hearing. 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. The equipment must be returned when no longer in use. 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 2 compares equipment distributed for the last two fiscal years. As presented, the amount of equipment distributed has declined.

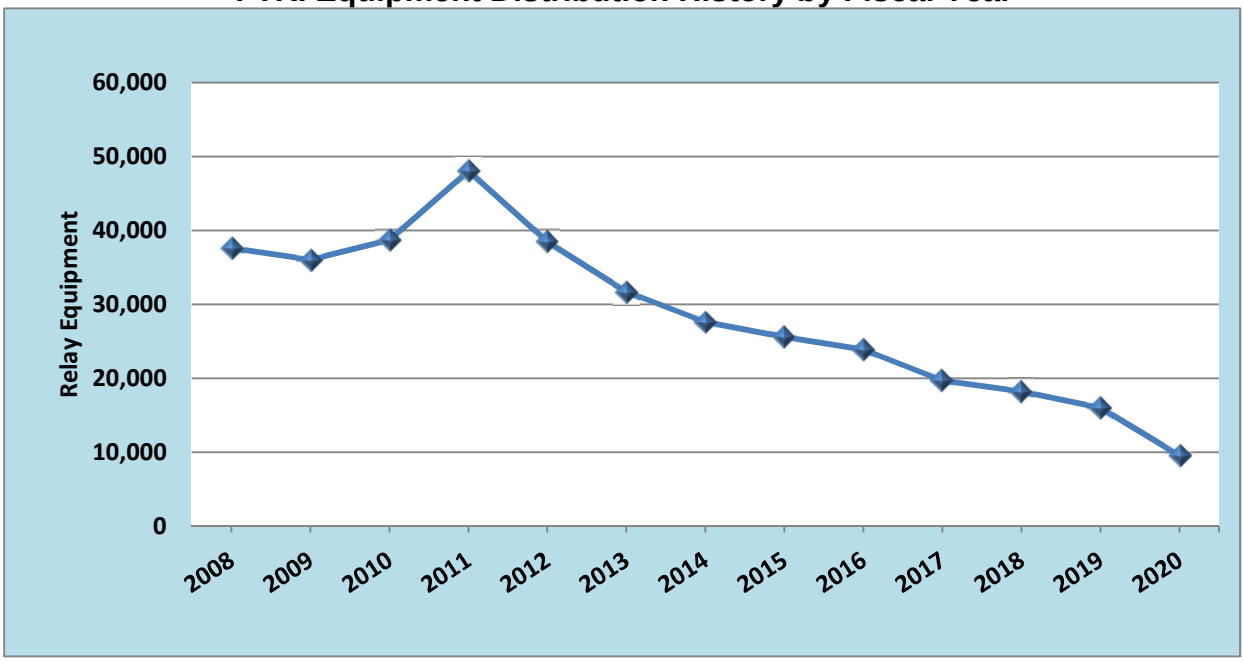
Figure 2
Equipment Distributed by FTRI

Equipment Type	Units Distributed 7/1/18 – 6/30/19	Units Distributed 7/1/19 – 6/30/20
Volume Control Telephone for Hearing Impaired (VCP)	15,503	9,168
Audible Ring Signaler (ARS) and Visual Ring Signaler (VRS)	256	117
Telecommunications Device for the Deaf (TDD) or Teletype Device (TTY)	48	27
Caption Telephone (CapTel)	160	90
Other – Includes In-line amplifier, phones for the speech challenged, hearing carry-over and voice-carry-over phones.	144	182
Total	**16,111**	**9,584**

Source: Florida Telecommunications Relay, Inc.

Figure 3 shows the number of pieces of relay equipment distributed from Fiscal Year 2008 through Fiscal Year 2020.

Figure 3
FTRI Equipment Distribution History by Fiscal Year



Source: Florida Telecommunications Relay, Inc.'s 2007-2008 Annual Report through 2019-2020 Annual Report.

Figure 4 reflects the number of new recipients receiving equipment and training for Fiscal Year 2019-2020. Roughly 98 percent of new recipients are hard of hearing. The number of new recipients is lower than the distributed equipment referenced in Figure 2 because a significant number of recipients received more than one piece of equipment.

Figure 4
New Recipients of Equipment and Training
(For Fiscal Year 2019-2020)

Type of Recipient	New Recipients
Deaf	24
Hard of Hearing	5,571
Speech Challenged	63
Dual Sensory	0
Total	5,658

Source: Florida Telecommunications Relay, Inc.'s 2019-2020 Annual Report.

Figure 5 provides a listing of professionals involved with the certification of client applications for the 2019-2020 Fiscal Year. Most applications received by FTRI are approved at Deaf Service Centers. The number of approved applications decreased 43 percent from last year.

Figure 5
Applications Approved by Certifier Type
(For Fiscal Year 2019-2020)

Category of Certifier	Approved Applications
Deaf Service Center Director	4,165
Hearing Aid Specialist	920
Physician, Audiologist, Speech Pathologist	571
Federal or State Agency	2
Total	**5,658**

Source: Florida Telecommunications Relay, Inc.'s. 2019-2020 Annual Report.

Figure 6 reflects the number of persons served each fiscal year by FTRI from 2010 through 2020. New clients served and customer calls are two of the key categories monitored. As presented, there has been a seventy-six percent decline in new clients served and a seventy-eight percent decline in customer calls between Fiscal Year 2010-2011 and 2019-2020.

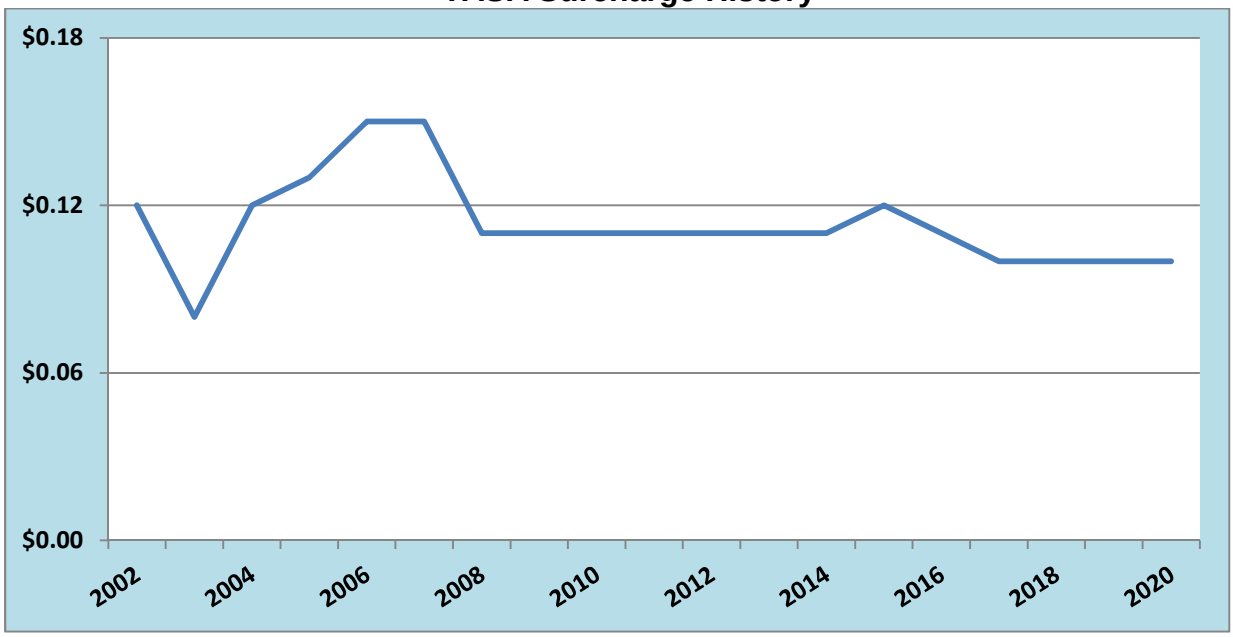
Figure 6
FTRI Clients Served

Fiscal Year	New	Modified	Exchange	Return	Follow-Up	Calls	Total
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
2015-2016	12,620	231	10,700	4,685	665	27,751	56,652
2016-2017	11,024	192	8,110	3,911	768	24,933	48,938
2017-2018	10,378	442	6,765	3,670	862	29,224	51,341
2018-2019	9,874	139	5,798	3,245	732	18,452	38,240
2019-2020	5,658	94	3,694	1,986	380	3,634	15,446

Source: Florida Telecommunications Relay, Inc.'s 2010-2011Annual Report through 2019-2020 Annual Report

The TASA surcharge for Fiscal Year 2019-2020 is 10 cents per landline access line each month. Figure 7 provides a historical view of the monthly TASA surcharge since July 1, 2002.

Figure 7
TASA Surcharge History



Source: FPSC, Orders establishing budget and setting monthly surcharge, 2002 through 2020.

On March 2, 2020, FTRI filed its proposed Fiscal Year 2020-2021 budget for FPSC consideration. At the June 9, 2020 Commission Agenda Conference the FPSC established FTRI's 2020-2021 Fiscal Year budget.[3] Specifically, the FPSC:

- Maintained the monthly TASA surcharge at $0.10 per month for Fiscal Year 2020-2021.
- Ordered FTRI to reduce its proposed budget by $315,078.
- Authorized the transfer of $165,211 from the Reserve Account to offset a projected revenue shortfall.

When evaluating FTRI's proposed budget, if forecasted revenues are insufficient to meet FTRI's proposed budgeted expenses, the Commission can either authorize an increase in the TASA surcharge or authorize FTRI to fund shortfalls through its reserve account. The reserve account was initially established to account for instances when revenues collected from the TASA surcharge exceeded expenses. As a result, relatively small shortfalls in future years could be covered without resorting to increasing the TASA surcharge. In 2006, the Commission explicitly expanded the role of the surplus account to prepare for the financial costs associated with the provision of Video Relay Services (VRS), Internet Protocol Relay (IP Relay) and IP CapTel, in the event that responsibility is delegated by the FCC to states.[4] More recent developments regarding the funding of these services are discussed in section V.

Additional data can be found in the appendices. Appendix A provides the approved budget and actual expenses for FTRI for Fiscal Year 2019-2020 and the approved budget for Fiscal Year 2020-2021. Appendix B through Appendix I contain usage information on the various relay services compiled from Sprint Accessibility monthly reports.

[3] Docket No. 20200073-TP, Notice of Proposed Agency Action Order Approving Florida Telecommunications Relay, Inc.'s Budget as Reduced by Commission, PAA Order PSC-2020-0220-PAA-TP, issued June 29, 2020, http://www.floridapsc.com/library/ filings/2020/03401-2020/03401-2020.pdf, accessed October 14, 2020.

[4] Docket No. 040763-TP, Notice of Proposed Agency Action Order Granting the 2006-2007 Proposed Budget of Florida Telecommunications Relay, Inc., PAA Order No. PSC-06-0469-PAA-TP, issued June 1, 2006, http://www.floridapsc.com/library/filings/2006/04754-2006/04754-2006.PDF, accessed December 3, 2020.

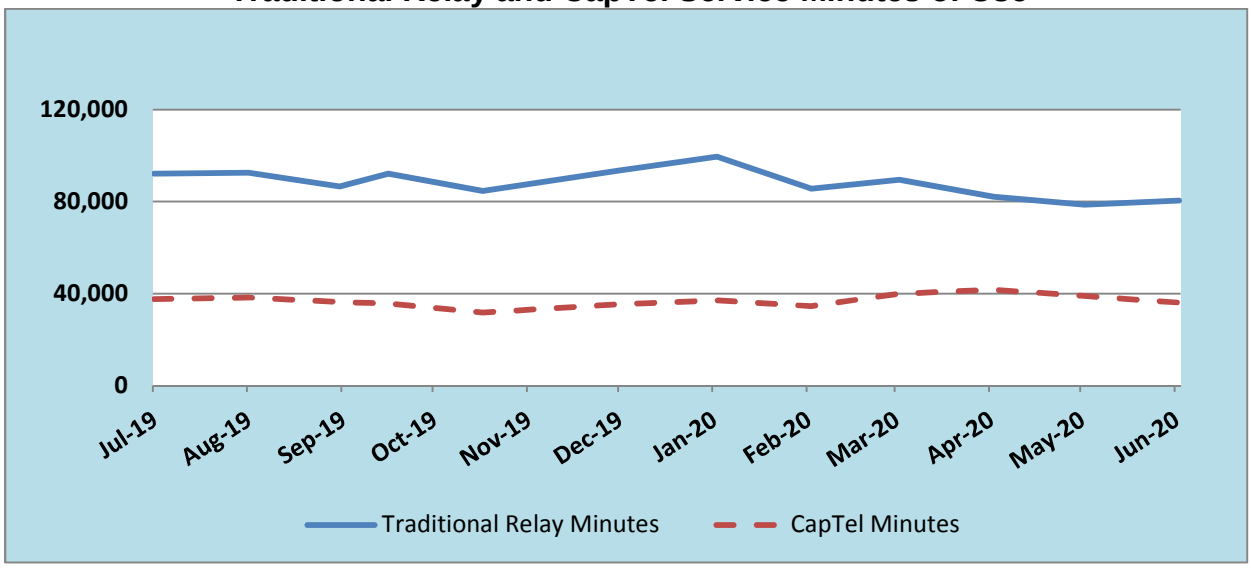
III. Relay Services and Minutes of Use

Traditional relay service provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized Communications Assistant (CA) who relays information between the deaf or hard of hearing person and the other party to the call. The deaf or hard of hearing person uses a Telecommunications Device for the Deaf (TDD) to communicate with the CA. The person using the TDD types a message to the CA who in turn voices the message to the other party.

CapTel service allows captioned telephone users to dial the number they wish to call and be connected automatically to a captioned telephone relay operator at the TRS facility. Specialized TRS 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 relay operator repeats what the called party says into a computer and voice recognition technology automatically transcribes it 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.

Figure 8 reflects the minutes of use for traditional relay and CapTel service from July 2019 to June 2020. During this period, the total number of billable minutes of use for traditional relay calls was 1,057,418, a decrease of 13 percent from a year ago. The total number of CapTel minutes of use from July 2019 to June 2020 was 443,486, which represents a 23 percent decrease from the prior year. Traditional relay 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 $1.35 per minute, CapTel service has a cost of $1.69 per minute because of its specialized service.

Figure 8
Traditional Relay and CapTel Service Minutes of Use



Source: July 2019 - June 2020 monthly bills from Sprint Accessibility.

The TRS industry is changing. It is becoming more evident that traditional relay and CapTel equipment are becoming less preferred by consumers. Consumers are transitioning to Internet Protocol (IP) Relay, VRS, IP CTS, and wireless service, which are not part of Florida's telecommunications access system.[5] Based on continued advancements in technology, along with the expansion of consumer choice, it appears that these trends will continue.

[5] IP Relay, CRS, IP CTS are funded by the federal relay program, instead of the state relay program.

IV. Advisory Committee

Pursuant to Section 427.706, F.S., the FPSC established a committee to advise the FPSC and FTRI concerning the operation of TRS. The advisory committee provides the expertise, experience, and perspective of people who are deaf, hard of hearing, deaf-blind, or speech impaired. The committee advises on any matter relating to the quality and cost-effectiveness of TRS and the specialized telecommunications device distribution system. Members of the committee are not compensated for their service, but are entitled to per diem and travel expenses for committee meetings. The advisory committee can consist of up to ten individuals. Figure 9 lists the current members of the TASA advisory committee.

Figure 9
TASA Advisory Committee

Recommending Organization	Name of Member
Center for Hearing and Communication	Margaret (Peggy) Brown
Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	Rick Kottler
Florida Deaf/Blind Association	Cheryl Rhodes
Florida Association of the Deaf, Inc.	Tom D'Angelo
Florida Council on Aging	Margaret Lynn Duggar
Florida Coordinating Council for the Deaf and Hard of Hearing	Debbe Hagner
Florida Telecommunications Industry Association	MaryRose Sirianni

Source: http://www.floridapsc.com/Telecommunication/TASAAdvisoryCommittee

As a result of the COVID-19 pandemic and the closure of state buildings, the regular meetings of the TASA Advisory Committee were postponed. Instead, update reports by FPSC staff, FTRI, and Sprint Accessibility were shared through email in April and November. Members had an opportunity to ask questions and provide comments.

In April, FTRI presented details of its Fiscal Year 2020-2021 budget request, consumer outreach and educational marketing efforts, as well as its COVID-19 pandemic response. Sprint Accessibility presented details on its Florida relay traffic trends, service quality testing, and its COVID-19 pandemic response.

In November, FTRI's Annual Report was distributed. The report provided details on its operations, including client servicing, equipment distribution, and outreach activities. FTRI also provided information on the operations of contracted services through Regional Distribution Centers.[6] Sprint Accessibility also provided an update on its operations, including minutes of use for TRS and CapTel, its Florida Quality Report, and its Florida Outreach Expense Report.

[6] Florida Telecommunications Relay, Inc., Annual Report (2019-2020), http://www.floridapsc.com/Files/PDF/Utilities/Telecomm/Relay/FTRI_2020.pdf, accessed on November 4, 2020.

V. Federal Activity

As discussed earlier, Section 427.702, F.S., requires the Florida telecommunications access system to be compliant with regulations adopted by the FCC to implement Title IV of the Americans with Disabilities Act. The FCC certifies each state program and mandates the minimum requirements for services a state must provide. The FCC also periodically proposes changes in those services. To remain compliant, the FPSC monitors the FCC's minimum service standards, state relay program requirements, and policy changes. Below are relevant FCC actions during 2020.

A. TRS Compensation Rates

On June 30, 2020, the FCC set the per-minute compensation rates for interstate TRS for 2020-2021.[7] Figure 10 provides a comparison of the 2019-2020 and 2020-2021 rates.

Figure 10
TRS Compensation Rates

Service	Compensation Rate 7/1/19 – 6/30/20	Compensation Rate 7/1/20 – 6/30/21
Traditional TRS	$3.1107	$3.7526
Speech-to-speech relay service (STS)	$4.2417	$4.8836
CapTel	$2.2795	$2.3153
IP Relay	$1.67	$1.7146
IP CapTel	$1.58	$1.58
VRS: Fewer than 500,000 minutes per month	$5.29	$5.29
VRS: More than 500,000 minutes per month	$4.82	$4.82
VRS: 1,000,001 – 2,500,000 minutes per month	$3.97	$3.97
VRS: More than 2,500,001 minutes per month	$2.63	$2.63

B. Temporary Rule Waivers

On March 16, 2020, the FCC released an Order granting a temporary waiver of certain TRS rules in response to the COVID-19 pandemic.[8] The FCC recognized that TRS providers are experiencing significant increases in traffic and a reduction in the number of CAs able to work at TRS call centers. As a result, some TRS providers reported missed daily speed-of-answer requirements.

[7] FCC DA 20-692, CG Docket No. 03-123, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities and Docket No. 10-51, Structure and Practices of the Video Relay Service Program, adopted June 30, 2020, https://docs.fcc.gov/public/attachments/DA-20-692A1.pdf, accessed on June 30, 2020.
[8] FCC DA 20-281, CG Docket No. 03-123, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities and Docket No. 10-51, Structure and Practices of the Video Relay Service Program, adopted March 16, 2020, https://docs.fcc.gov/public/attachments/DA-20-281A1.pdf, accessed on March 16, 2020.

To adapt to these challenges, TRS providers have implemented various operational changes, including allowing CAs who currently work at call centers to handle TRS calls from their homes. The FCC's temporary rule waivers provide this flexibility to TRS providers by waiving speed-of-answer standards. As the impact of the COVID-19 pandemic continued during 2020, the FCC approved extensions of the waivers. At the time of this report, the FCC's most recent waiver was extended through February 28, 2021.[9]

C. Proposed Expanding Funding of VRS and IP Relay

On November 18, 2020, the FCC issued a Notice of Proposed Rulemaking proposing to expand the TRS Fund contribution base from interstate revenue to both interstate and intrastate revenue for VRS and IP Relay.[10] The FCC stated that expansion of the contribution base would ensure fair treatment of intrastate and interstate service providers. The FCC further explained that expansion would support the long-term sustainability of the TRS Fund. To date, no state TRS program, including Florida, provides funding for VRS or IP Relay.

[9] FCC 20-132, CG Docket No. 03-123, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities and Docket No. 10-51, Structure and Practices of the Video Relay Service Program, adopted October 2, 2020, https://docs.fcc.gov/public/attachments/FCC-20-132A1.pdf, accessed on November 24, 2020.

[10] FCC 20-161, CG Docket No. 03-123, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities and Docket No. 10-51, Structure and Practices of the Video Relay Service Program, adopted November 20, 2020, https://docs.fcc.gov/public/attachments/FCC-20-161A1.pdf, accessed on Number 24, 2020.

VI. 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. In addition, FTRI continues to distribute equipment and perform outreach activities that increase consumer awareness of both FTRI's programs and the telecommunications access system.

The TRS industry is evolving. Traditional relay and CapTel users are transitioning to IP Relay, VRS, IP CTS, and Wireless Service. In Fiscal Year 2019-2020, traditional TRS and CapTel minutes of use decreased from the prior fiscal year. Based on continued advancements in technology, along with the expansion of consumer choice, it appears that minutes of use for these services will continue to decline.

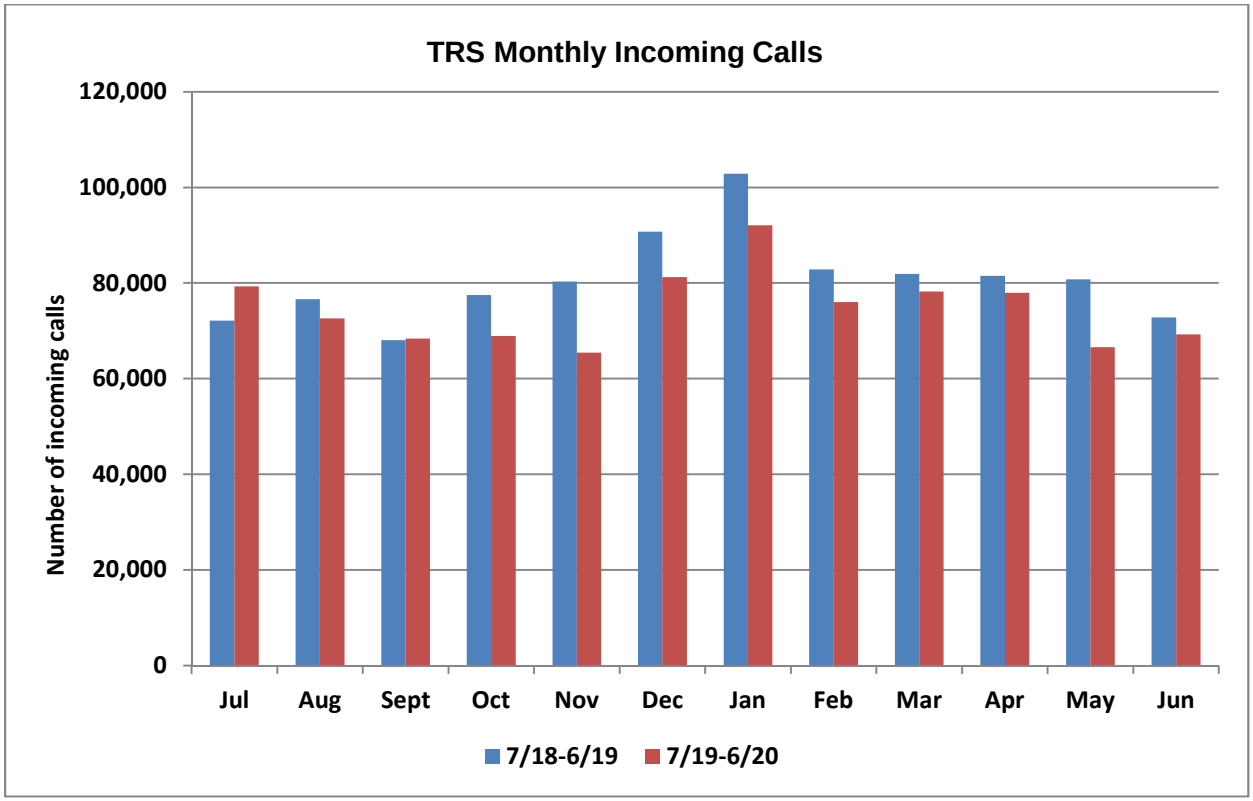
FTRI Budget for 2019-2020 and 2020-2021 Fiscal Years

	Commission Approved Budget 2019-2020	Actual Revenue And Expenses 2019-2020	Commission Approved Budget 2020-2021
Operating Revenue			
Surcharges	5,315,788	5,004,925	4,792,249
Interest Income	93,921	83,194	114,589
Miscellaneous Income	0		0
Total Revenues	5,409,709	5,088,119	4,906,838
Surplus Account	16,957,128	17,890,858	17,222,460
GRAND TOTAL FUNDS	**22,366,837**	**22,978,977**	**22,129,298**
CATEGORY I. Operating Expenses/ Relay Services			
Sprint Accessibility	**2,556,170**	**2,220,524**	**2,254,960**
CATEGORY II. Equipment & Repairs			
VCPH Cordless	0	420,447	0
VCPS-RC200	0	0	0
Large Print TDDs	0	0	0
VCO/HCO – TDD	0	0	0
VCO Telephone	0	0	0
Dual Sensory Equipment	0	0	0
CapTel Phone Equipment	16,875	0	0
VCP Hearing Impaired	813,659	55,434	577,203
VCP Speech Impaired	0	0	0
TeliTalk Speech Aid	15,480	27,735	32,760
Jupiter Speaker Phone	0	0	0
In-Line Amplifier	0	18,155	34,950
ARS/VRS Signaling Equipment	7,733	5,189	18,992
VCPH Accessories	0	0	0
Accessories & Supplies	1,499	0	518
Telecom Equipment Repair	83,148	48,170	108,812
TOTAL CATEGORY II	**938,394**	**575,130**	**773,235**
CATEGORY III. Equipment Distribution & Training			
Freight-Telecom Equipment	42,793	22,964	30,862
Regional Distribution Centers	664,128	388,166	535,647
Workshop Expense	0	0	0
Training Expense	468	468	468
TOTAL CATEGORY III	**707,389**	**411,598**	**566,977**

	Commission Approved Budget 2019-2020	Actual Revenue And Expenses 2019-2020	Commission Approved Budget 2020-2021
CATEGORY IV. Outreach			
Outreach Expense	535,650	494,470	535,650
TOTAL CATEGORY IV	**535,650**	**494,470**	**535,650**
CATEGORY V. General & Administrative			
Advertising	1,247	0	0
Accounting/Auditing	21,221	20,720	20,823
Legal	33,500	22,628	28,776
Computer Consultation	6,710	8,023	5,020
Computer Software	0	3,417	0
Dues & Subscriptions	2,307	1,573	2,482
Furniture and Equipment Purchases	9,131	0	7,131
Depreciation	0	3,013	0
Office Equipment Lease	1,751	1,758	1,751
Insurance- Health/ Life/Disability/Other	174,875	163,701	191,634
Office Expense	11,914	11,364	12,248
Postage	4,527	2,740	4,139
Printing	1,216	973	1,323
Rent	91,317	91,180	91,715
Utilities	5,250	5,042	5,408
Retirement	80,909	72,007	77,030
Employee Compensation	456,961	407,406	431,510
Salary Survey Fees	0	0	0
Temporary Staff	0	0	0
Taxes-Payroll	33,478	31,860	31,979
Taxes-Unemployment Comp	63	0	56
Taxes-Licenses	61	0	61
Telephone	15,615	18,283	17,030
Travel & Business	4,055	3,473	8,111
Equipment Maintenance	762	851	855
Employee Training	950	1,870	2,145
Meeting & Interpreter	0	0	0
TOTAL CATEGORY V	**957,820**	**871,882**	**941,227**
GRAND TOTAL EXPENSES	**5,695,423**	**4,573,604**	**5,072,049**

TRS Monthly Incoming Calls			
Total Incoming Calls July 2018 – June 2019		**Total Incoming Calls July 2019 – June 2020**	
Jul	72,127	Jul	79,270
Aug	76,603	Aug	72,612
Sept	68,023	Sept	68,411
Oct	77,496	Oct	68,948
Nov	80,304	Nov	65,425
Dec	90,735	Dec	81,213
Jan	102,889	Jan	92,078
Feb	82,831	Feb	76,035
Mar	81,932	Mar	78,202
Apr	81,520	Apr	77,967
May	80,770	May	66,600
Jun	72,797	Jun	69,257
Total	**968,027**	**Total**	**896,018**

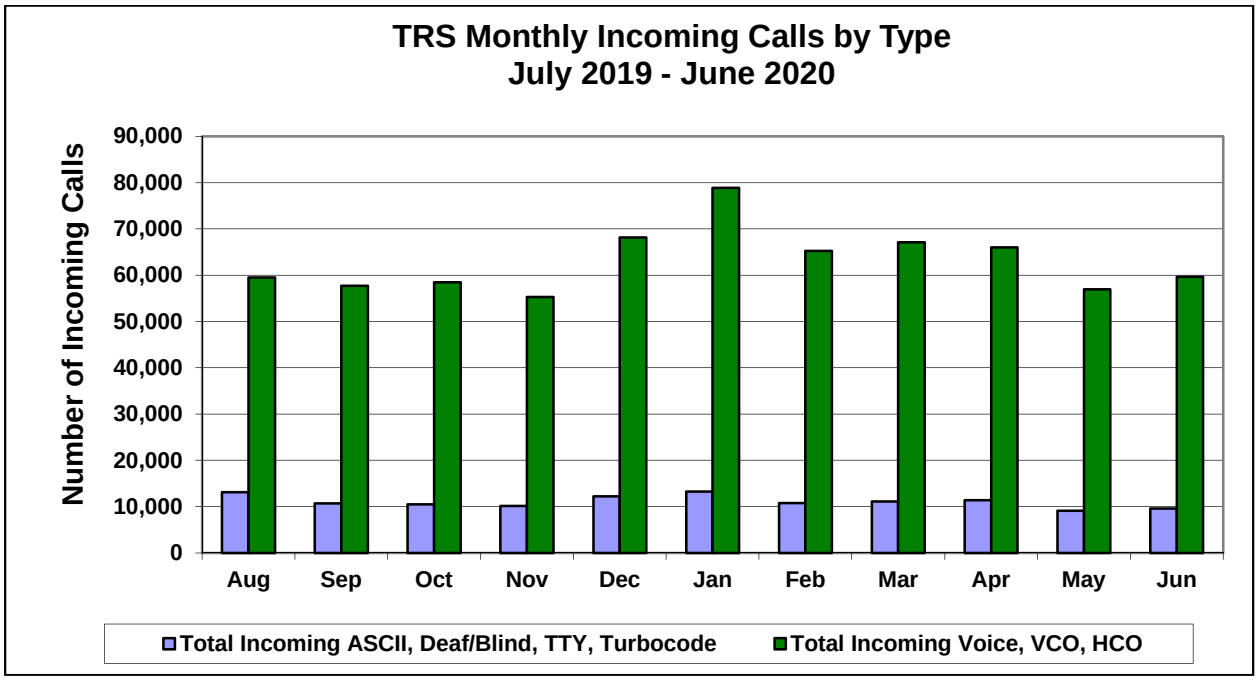
Source: Sprint Accessibility Telecommunications Relay Services Report – Florida Traffic Pattern Statistics – July 2018-June 2020.



Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics – July 2018-June 2020.

TRS Monthly Incoming Calls by Type July 2019 – June 2020										
Month	**ASCII**	**Deaf/ Blind Baudot**	**TTY**	**Turbo -code**	**Total ASCII, Deaf/Blind Baudot, TTY, Turbocode**	**Voice**	**VCO**	**HCO**	**Total Voice, VCO, HCO**	**Total Incoming Calls**
Jul	1,404	2	11,797	72	13,275	65,021	940	34	65,995	79,270
Aug	1,167	0	11,896	55	13,118	58,462	906	126	59,494	72,612
Sep	541	1	10,088	45	10,675	56,617	862	257	57,736	68,411
Oct	361	1	10,041	58	10,461	57,324	819	342	58,485	68,946
Nov	504	1	9,595	60	10,160	54,401	777	87	55,265	65,425
Dec	520	0	11,644	59	12,223	68,130	823	37	68,130	80,353
Jan	633	0	12,510	99	13,242	77,769	980	87	78,836	92,078
Feb	669	0	10,037	63	10,769	64,400	824	42	65,266	76,035
Mar	771	1	10,226	80	11,078	66,135	971	18	67,124	78,202
Apr	63	0	11,276	63	11,402	65,388	590	54	66,032	77,434
May	52	0	9,019	54	9,125	56,361	481	136	56,978	66,103
Jun	51	0	9,489	64	9,604	58,567	905	181	59,653	69,257
Total	6,736	6	127,618	772	135,132	748,575	9,878	1,401	758,994	894,126

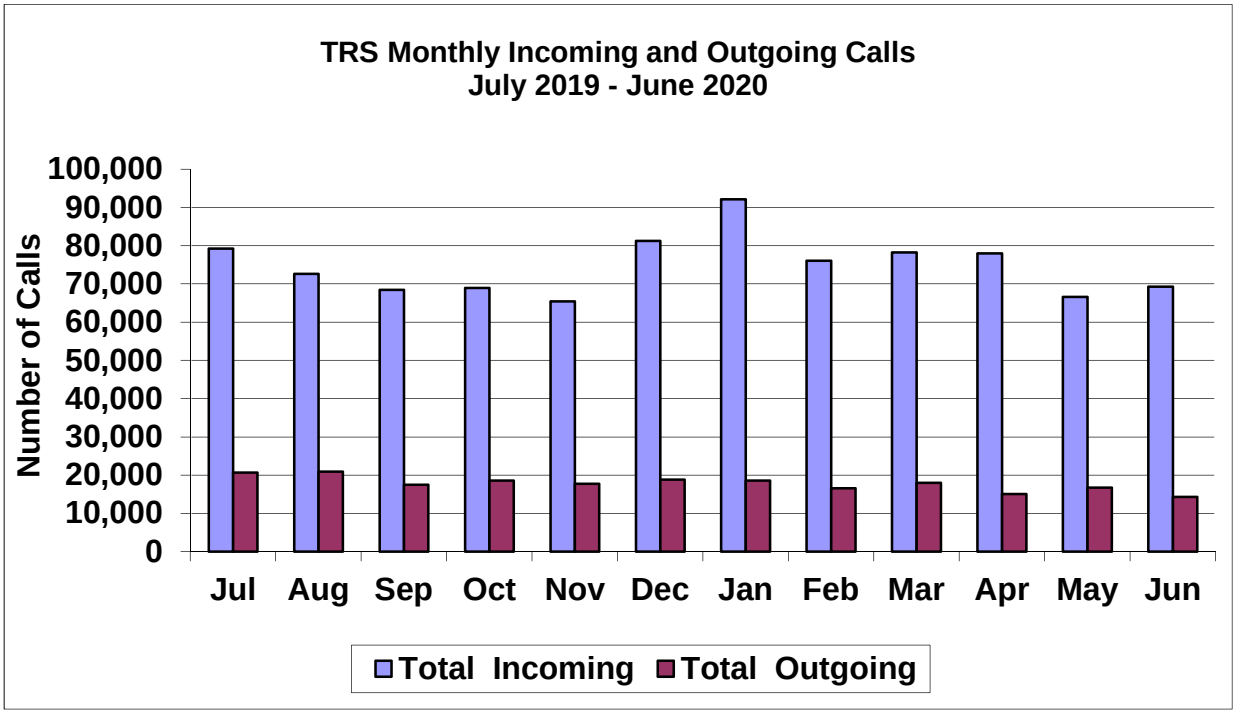
Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2019-June 2020.



Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2019-June 2020.

TRS Monthly Incoming and Outgoing Calls July 2019 – June 2020				
Month	**Total Incoming**	**Incomplete Outgoing**	**Complete Outgoing**	**Total Outgoing**
Jul	79,270	4,913	15,799	20,712
Aug	72,612	4,303	16,602	20,905
Sep	68,411	2,907	14,611	17,518
Oct	68,946	3,178	15,401	18,579
Nov	65,425	2,949	14,836	17,785
Dec	81,213	3,101	15,704	18,805
Jan	92,078	3,034	15,541	18,575
Feb	76,035	2,709	13,833	16,542
Mar	78,202	3,050	14,968	18,018
Apr	77,967	2,529	12,573	15,102
May	66,600	2,663	14,071	16,734
Jun	69,257	2,971	11,311	14,282
Total	**896,016**	**38,307**	**175,250**	**213,557**

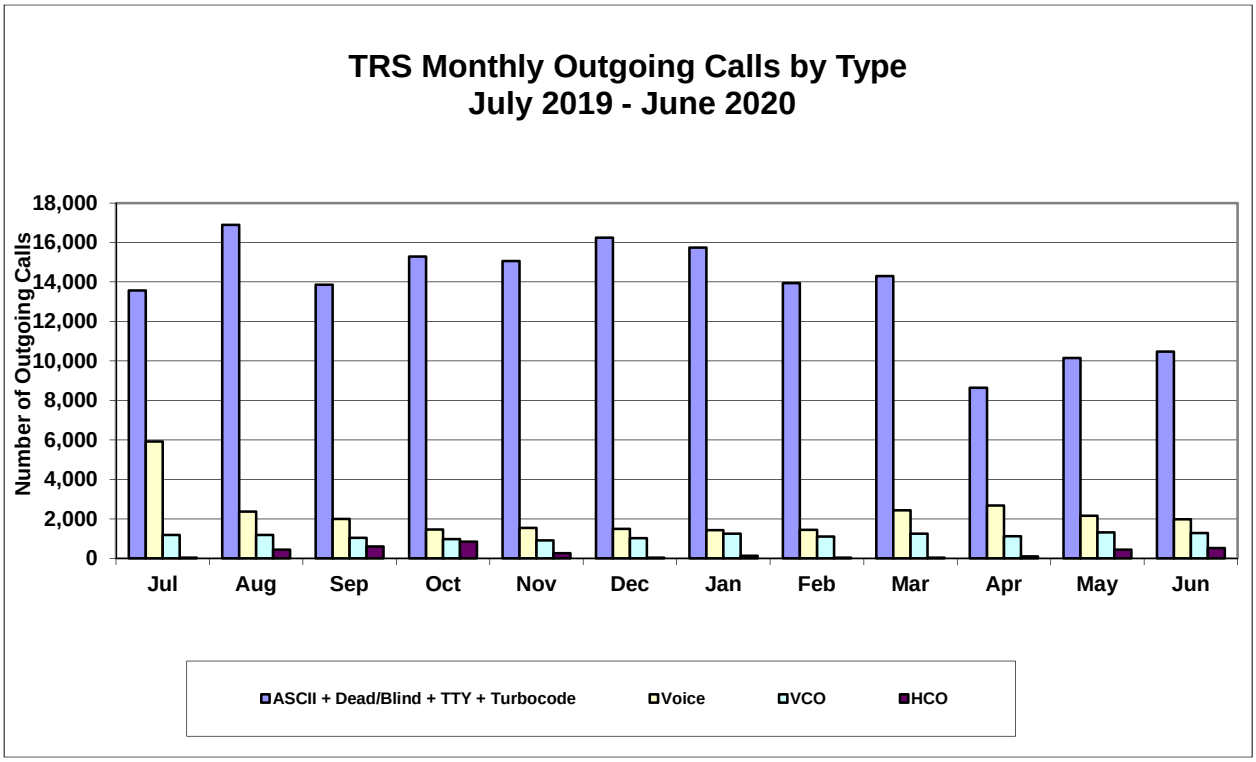
Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2019-June 2020.



Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2019-June 2020.

TRS Monthly Outgoing Calls by Type July 2019 – June 2020										
Month	ASCII	Deaf/ Blind Baudot	TTY	Turbo-code	Total ASCII, Deaf/Blind, Baudot, TTY, Turbocode	Voice	VCO	HCO	Total Voice, VCO, HCO	Total Outgoing Calls
Jul	875	6	12,668	18	13,567	5,914	1,191	40	7,145	20,712
Aug	801	0	16,089	4	16,894	2,377	1,191	443	4,011	20,905
Sep	366	3	13,488	5	13,862	2,001	1,044	611	3,656	17,518
Oct	158	1	15,109	16	15,284	1,463	980	852	3,295	18,579
Nov	156	5	14,871	22	15,054	1,546	912	273	2,731	17,785
Dec	160	0	16,067	13	16,240	1,493	1,033	39	2,565	18,805
Jan	165	0	15,566	4	15,735	1,438	1,261	141	2,840	18,575
Feb	233	0	13,693	18	13,944	1,443	1,111	44	2,598	16,542
Mar	250	7	13,998	43	14,298	2,435	1,247	38	3,720	18,018
Apr	53	0	8,589	9	8,651	2,687	1,133	102	3,922	12,573
May	0	0	10,137	11	10,148	2,164	1,316	443	3,923	14,071
Jun	0	0	10,464	9	10,473	1,986	1,290	533	3,809	14,282
Total	**3,217**	**22**	**160,739**	**172**	**164,150**	**26,947**	**13,709**	**3,559**	**44,215**	**208,365**

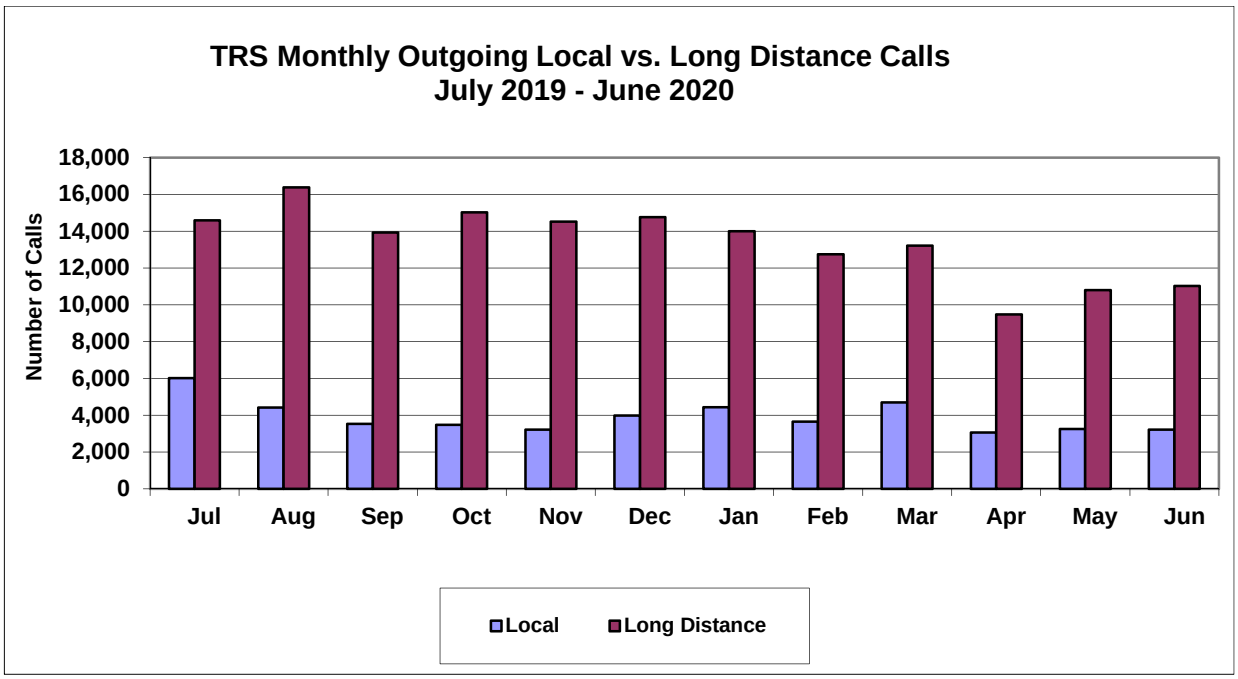
Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2019-June 2020.



Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2019-June-2020.

TRS Monthly Outgoing Local vs. Long Distance Calls July 2019 – June 2020[11]							
Month	Toll Free	Intrastate Intralata	Intrastate Interlata	Interstate	International	Total Long Distance	Local
Jul	1,142	902	7,808	4,665	71	14,588	6,012
Aug	971	684	10,582	4,032	100	16,369	4,410
Sep	928	518	8,938	3,456	81	13,921	3,529
Oct	976	607	9,848	3,445	151	15,027	3,484
Nov	673	573	9,571	3,639	64	14,520	3,211
Dec	827	442	10,047	3,348	92	14,756	3,981
Jan	1,149	439	9,181	3,178	41	13,988	4,437
Feb	1,029	638	8,073	2,910	93	12,743	3,647
Mar	1,160	553	8,166	3,283	58	13,220	4,704
Apr	1,279	131	5,866	2,141	57	9,474	3,056
May	1,038	170	7,701	1,866	22	10,797	3,249
Jun	968	363	7,452	2,174	63	11,020	3,220
Total	**12,140**	**6,020**	**103,233**	**38,137**	**893**	**160,423**	**46,940**

Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2019-June 2020.

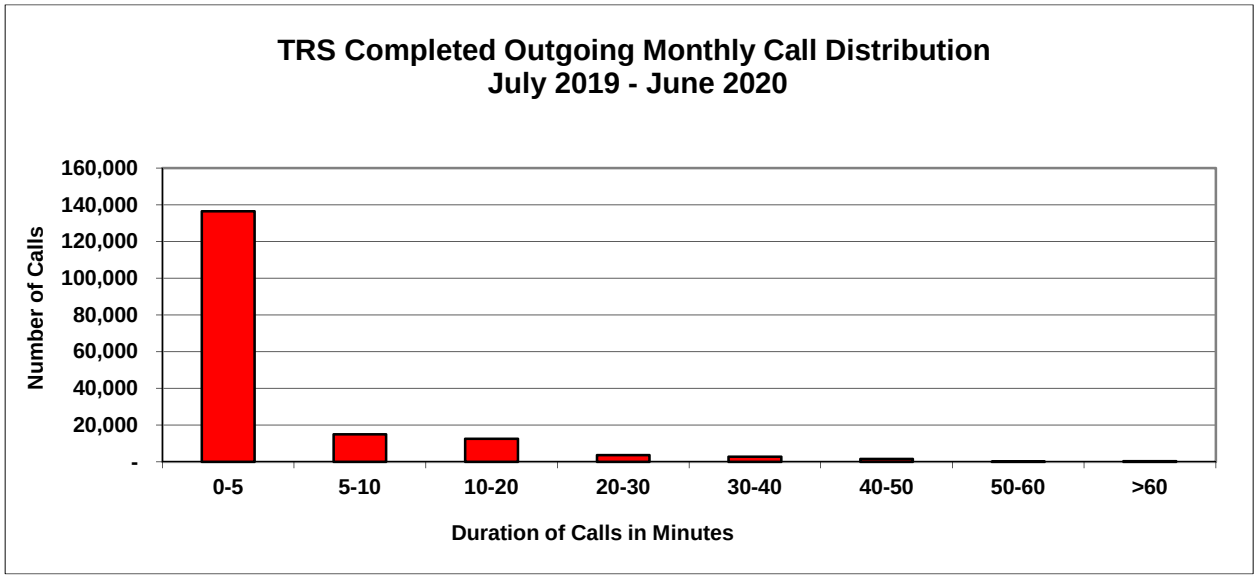


Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2019-June 2020.

[11] Does not include Directory Assistance Calls.

TRS Completed Outgoing Monthly Call Distribution July 2019 – June 2020								
	In Minutes							
Month	**0-5**	**5-10**	**10-20**	**20-30**	**30-40**	**40-50**	**50-60**	**>60**
Jul	12,721	1,296	1,066	395	170	109	20	22
Aug	13,510	1,400	1,091	325	174	66	12	24
Sep	11,667	1,322	1,087	309	114	80	16	16
Oct	12,180	1,455	1,217	309	131	88	13	8
Nov	12,010	1,260	1,073	292	128	46	12	15
Dec	12,874	1,320	1,004	275	125	75	18	13
Jan	12,598	1,315	1,116	284	121	53	12	42
Feb	11,181	1,239	997	227	106	45	15	23
Mar	12,170	1,301	1,032	271	107	44	19	24
Apr	7,742	927	883	272	94	59	18	49
May	8,905	1,113	978	232	92	45	21	22
Jun	8,869	999	953	369	57	27	14	23
Total	**136,427**	**14,947**	**12,497**	**3,560**	**1,419**	**737**	**190**	**281**

Source: Sprint Accessibility Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2019-June 2020.



Source: Sprint Accessibility Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2019-June 2020.

TRS Billable Minutes and Charges July 2019 – June 2020		
Month	**TRS Minutes of Use**	**TRS Charges ($)**
Jul	92,093	$124,326
Aug	92,568	$124,967
Sept	86,523	$116,806
Oct	92,139	$124,388
Nov	84,608	$114,221
Dec	93,524	$126,257
Jan	99,572	$134,422
Feb	85,663	$115,645
Mar	89,547	$120,888
Apr	82,069	$110,793
May	78,663	$106,195
Jun	80,449	$108,606
Total	**1,057,418**	**$1,427,514**

Source: Sprint Accessibility Monthly Traffic Report

CapTel Billable Minutes and Charges July 2019 – June 2020		
Month	**CapTel Minutes of Use**	**CapTel Charges ($)**
Jul	37,652	$63,632
Aug	38,278	$64,690
Sept	36,382	$61,486
Oct	35,699	$60,331
Nov	31,823	$53,781
Dec	35,359	$59,757
Jan	37,053	$62,620
Feb	34,587	$58,452
Mar	39,977	$67,561
Apr	41,626	$70,348
May	38,948	$65,822
Jun	36,102	$61,012
Total	**443,486**	**$749,492**

Source: Sprint Accessibility Monthly Traffic Report

Glossary

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.

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.

Communications Assistant: A person who translates or interprets conversation between two or more end users of telecommunications relay service.

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.

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 Communications Assistant speaks the text as typed by the person with the speech disability.

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.

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

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.

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 Communications Assistant types the response back to the person with the hearing disability. The Communications Assistant 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.

Video Relay Service: 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 Communications Assistant to view and interpret the party's signed conversation and then relay the conversation back and forth with a voice caller.

Visual Ring Signaler: A device which connects to a lamp and makes the light flash on and off when the telephone rings.