

A REPORT TO THE  
President of the Senate  
Speaker of the House of Representatives



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

PREPARED BY  
The Florida Public Service Commission

DECEMBER 2008

PREPARED BY  
The Florida Public Service Commission  
Division of Regulatory Compliance



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## TERMS AND ACRONYMS

**Administrator.** A nonprofit corporation [427.704(2), Florida Statutes] 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 [427.705(1)(d)&(g), Florida Statutes], (2) to distribute and maintain specialized telecommunications devices [417.705(1)(a), Florida Statutes], and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices [427.705(1)(a)-(b), Florida Statutes]. FTRI's office is located in Tallahassee.

**Advisory Committee.** A group of up to ten individuals recommended by various organizations representing both the telephone industry and individuals with hearing, speech, or dual sensory impairment (427.706, Florida Statutes). The Advisory Committee's role is to provide input to both the 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.** An acronym for American Standard Code for Information Interexchange, which employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher. Baud rate is a measure of how fast data is moving between instruments that use serial communication. The standard ASCII character set consists of 128 decimal numbers ranging from 0 through 127 assigned to letters, numbers, punctuation marks, and the most common special characters. Computers use ASCII code, while most telecommunication devices for the deaf use Baudot which has a fixed baud rate of 45.45.

**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.

**COC.** Carrier of Choice.

**DBRS.** Deaf-Blind Relay Service. DBRS uses an interpreter called a Communications Facilitator who travels to a deaf-blind person's office or home, and makes telephone calls on his/her behalf and interprets the conversation. As an alternate, the deaf-blind consumer could travel to a regional deaf-blind center to place a call through the Communications Facilitator.

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

**FCC.** Federal Communications Commission.

**FPSC or Commission.** The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system [427.704(1), Florida Statutes].

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

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

**ILA.** In-Line Amplifier. This battery operated amplifier connects to most corded telephones allowing a hard-of-hearing user to increase the volume of incoming speech through the handset.

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

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

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

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

**Provider.** The entity that provides relay service [427.704(3)(a), Florida Statutes].

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



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

**TeliTalk.** The TeliTalk speech aid is specifically designed to meet the needs of approximately 3,000 speech impaired people in Florida who have had laryngectomies. The TeliTalk Speech Aid is a telephone unit with an electro-larynx device attached. It is operated just like any other speech aid, allowing for a variety of neck placements and oral straw use.

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

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

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

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

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

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

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

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## EXECUTIVE SUMMARY

Chapter 427, Florida Statutes, established the Telecommunications Access System Act of 1991 (TASA). Section 427.704, Florida Statutes, requires the Florida Public Service Commission (FPSC or Commission) to submit this annual report to the Legislature regarding 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. Florida is the fourth largest state in the U.S. and has the second highest percentage of population who are deaf, hard of hearing, or deaf-blind.<sup>1</sup> To meet the needs of these Florida citizens, the state legislature established a telecommunications access system to provide equitable basic access to the telecommunications network for individuals who are hearing impaired, speech impaired, or dual sensory impaired.

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

The tables below provide a statistical summary of the status of the Telecommunications Access System. More detailed information regarding the financial status of the program is in Appendix A of this report. Table 1 shows a comparison of the Florida relay revenues and expenses for the last two fiscal years. Net revenues in the July 1, 2006 to June 30, 2007 fiscal year were increased in anticipation of the Florida Relay Service assuming the intrastate costs of Video Relay Service (VRS), Internet Protocol (IP) Relay, and Internet Protocol Captioning Telephone Service (IP CTS). Presently, interstate and intrastate VRS, IP Relay, and IP CTS services are federally funded through the Interstate Telecommunications Relay Services (TRS) Fund.

In 1993, the FCC named the National Exchange Carrier Association, Inc. (NECA) as national fund administrator for the interstate TRS fund. NECA has been tracing VRS and IP Relay terminating minutes by state since July 2005 in anticipation of states assuming the intrastate costs associated with VRS and IP Relay. A proposed FCC rule would require the states to fund the intrastate portion of VRS, IP Relay, and IP CTS, causing Florida to absorb an estimated additional \$20-25 million in relay costs just for VRS and IP Relay. IP CTS is a new service with no cost data available to NECA at this time. This proposed FCC rule is discussed further in Section V.

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<sup>1</sup> 2007 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor, Legislature, and Supreme Court of the State of Florida.

**Table 1. Financial Report**

	<b>7/01/06 – 6/30/07</b>	<b>7/01/07 – 6/30/08</b>
Total Revenue	\$17.7 million	\$12.5 million
Relay Services Expense	\$ 6.3 million	\$ 6.0 million
Equipment and Repairs	\$ 1.6 million	\$ 1.7 million
Equipment Distribution	\$ 1.0 million	\$ 1.0 million
Outreach	\$ 0.5 million	\$ 0.6 million
Administrative Expense	\$ 1.2 million	\$ 1.1 million
Revenue less Expenses	\$ 7.1 million	\$ 2.1 million

Table 2 shows the amount of equipment distributed from July 1, 2001 through June 30, 2008. The decrease in the number of units distributed since 2005 is due to the increased use of Internet relay services such as VRS, IP Relay, IP CTS, and an increase in the use of wireless services, all of which the current TASA statute does not provide funding for. VRS, IP Relay, and IP CTS are presently federally funded through monies collected through the Interstate TRS Fund by NECA, based on interstate end-user revenues of carriers.

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

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

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

Table 3 reflects the number of new recipients receiving equipment and training during the last two fiscal years. The drop in the number of equipment recipients and amount of training is largely due to the increased usage of internet and wireless services.

**Table 3. New Recipients Of Equipment And Training**

Type of Recipient	7/01/06 – 6/30/07	7/01/07 – 6/30/08
Deaf	256	156
Hard of Hearing	18,407	17,028
Speech Impaired	253	208
Dual Sensory Impaired	21	36
<b>Total</b>	<b>*18,937</b>	<b>*17,428</b>

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

Table 4 provides a historical view of the TASA surcharge since November 1, 1994.

**Table 4. Surcharge Level History**

Fiscal Year	Customer Surcharge
11/01/94 - 06/30/95	12¢/access line/month
07/01/95 - 06/30/96	10¢/access line/month
07/01/96 - 06/30/98	12¢/access line/month
07/01/98 - 06/30/99	11¢/access line/month
07/01/99 - 06/30/00	9¢/access line/month
07/01/00 - 06/30/01	8¢/access line/month
07/01/01 - 06/30/02	12¢/access line/month
07/01/02 - 06/30/03	8¢/access line/month
07/01/03 - 02/28/04	12¢/access line/month
03/01/04 - 6/30/04	13¢/access line/month
07/01/04 - 6/30/07	15¢/access line/month
07/01/07 - Present	11¢/access line/month

Additional statistical information is contained in the appendices to this report. Appendix A (pages 15-16) provides the approved budget and actual expenses for FTRI for the fiscal year 2007-08 and the approved budget for fiscal year 2008-09. Appendix B (pages 17-41) is FTRI's annual report to the Commission that contains information on the equipment distribution program and audited financial statements for FTRI. Appendix C (pages 43-52) contains usage information on the various relay services compiled from Sprint's monthly reports. Appendix D (page 53) contains a July 16, 2008 FCC letter recertifying Florida's Relay Program through July 25, 2013.

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

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

Sprint is required to notify the FPSC of its decision whether to extend the relay contract into the option period by June 1 of the year before the current service expires. On May 15, 2008, Sprint notified the Commission of its desire to extend the contract for the option year beginning June 1, 2009. In accordance with the pricing caps agreed to during negotiations of the 2008-2009 contract, Sprint submitted rates for traditional TRS and CapTel captioning service for the second option year of the contract. These rate caps translated into 2009-2010 contract rates of \$0.80 per session minute for traditional TRS and \$1.40 per session minute for CapTel captioning service. Existing contract rates through May 2009 are \$0.75 per session minute for traditional TRS and \$1.37 per session minute for CapTel captioning service.

The FPSC surveyed other states to determine what other relay programs were paying for their services. Many states have confidential contract clauses which do not allow the rates to be made public. Of states that did share information, the FPSC determined that the average cost of traditional TRS was \$0.91 per session minute, and the average cost for CapTel captioning service was \$1.49 per session minute. Administrators of relay programs across the country have been experiencing substantial increases in the cost of relay service. The interstate TRS fund experienced an increase of 23 percent in the per minute rate for traditional TRS service in March 2008. One state experienced an 18 percent increase in the per minute cost of CapTel captioning service, effective July 2008.

Other recent developments include the following:

- By Order No. PSC-08-0337-PAA-TP, issued May 27, 2008, in Docket No. 040763-TP, the Commission approved a Fiscal Year 2008-2009 budget of \$12,793,540 for FTRI, the administrator of the Florida relay program. This new budget allows the Commission to maintain the TRS surcharge at \$0.11 per month for the fiscal year 2008-2009, effective July 1, 2008.
- On September 21, 2007, the FPSC filed for FCC recertification of Florida's Relay program. Recertifications are done once every five years for all states and territories. On July 16, 2008, the FCC notified the FPSC that its application for recertification was granted through July 25, 2013 (Appendix D). The FCC stated that Florida's Relay program meets or exceeds all operational, technical, and

functional minimum standards contained in Section 64.604 of the FCC's rules. The state certification process is intended to ensure that relay service is provided in a uniform manner throughout the United States and territories.

## **II. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT**

To be in compliance with Section 427.704(9), Florida Statutes, which requires the FPSC to file an annual TASA report with the Legislature by January 1, the Relay Administrator must file a report annually with the Commission by November 1 and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required for telecommunications services to the hearing impaired, speech impaired, and dual-sensory impaired, and also provides outreach and educational programs for Florida Relay Services. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 28 regional distribution centers conducted 1,215 outreach activities and signed up 119 new businesses as Relay Friendly Business Partners<sup>2</sup> during the last fiscal year.

The following table identifies the types and quantity of equipment that was distributed to end-users for the last two fiscal years. The drop in the number of units distributed between 2006-2007 and 2007-2008 is due to the increased usage of Internet and wireless services by the deaf community for relay purposes. In accordance with Section 407.702, Florida Statutes, FTRI, along with 28 regional distribution centers, loans this equipment to qualified deaf, hard-of-hearing, or speech-impaired individuals at no charge for as long as they need it. To receive this equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a Regional Distribution Center in their area.

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<sup>2</sup> One hundred nineteen 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 5,115 employees with those businesses.



**Table 5. Equipment Distributed by FTRI**

<b>Equipment Distributed by FTRI</b>	<b>Units Distributed 7/1/06 - 6/30/07</b>	<b>Units Distributed 7/1/07 - 6/30/08</b>
1. Volume Control Telephones for Hearing Impaired (VCP)	33,278	31,542
2. Audible Ring Signalers (ARS)	4,783	3,152
3. Visual Ring Signalers (VRS)	1,219	1,101
4. Telecommunications Devices for the Deaf (TDD)	529	376
5. Braille phones, in-line amplifiers, tactile ring signalers, Tykriphones, Dialogue RC 200 units, voice-carry-over phones with large visual displays (CapTel), volume control phones for the speech impaired, Uniphone 1140 units, and voice-carry-over phones.	1,528	1,456
<b>Total</b>	<b>41,337</b>	<b>37,627</b>

### **III. RELAY CALLING VOLUME**

June 1992 was the first month of operation for the relay service, and call volumes have fluctuated since that time. By June 2007, there were 360,588 billable minutes of use for relay calls, but in June 2008, the number of billable minutes of use declined to 292,814. Much of the decline is attributed to users changing to IP Relay VRS, IP CTS, and wireless devices which are currently federally funded through the Interstate TRS Fund.

Relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$0.75 per minute, CapTel service has a cost of \$1.37 per minute because of its specialized service.<sup>3</sup> CapTel minutes of use for June 2007 were 173,976, while for June 2008, the

<sup>3</sup> When using CapTel service, the captioned telephone user dials the number he or she wishes to call. The user is automatically connected to a captioned telephone relay operator at the TRS facility. The specialized TRS facility equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The captioned telephone user does not need to dial an 800 or 711 exchange to reach the TRS facility and set up the call, nor is there any interaction with the relay operator (by either party to the call). The relay operator, instead of typing what the called party says, repeats what the called party says into a computer and voice recognition technology automatically transcribes it from the relay operator's voice into text, which is then transmitted directly to the user. The

minutes of use increased to 179,742. Florida distributes up to 100 CapTel instruments per month. CapTel minutes of use are expected to increase as the number of CapTel instruments distributed increases and as existing CapTel users become more experienced in operating their CapTel phone.

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

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

**Table 6. TASA Advisory Committee**

<b>Recommending Organization</b>	<b>Name of Member</b>
Advocacy Center for Persons with Disabilities, Inc.	Steve Howells
League for the Hard of Hearing - Florida	Kim Schur
Florida Association of the Deaf, Inc.	Jonathan Ziev
Florida Deaf/Blind Association	Cheryl Rhodes
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	Maryrose Sirianni - local telecommunications company representative Demetria G. Clark - long distance telecommunications company representative
Hearing Loss Association of America - Florida	Richard Herring
Florida Association of the Deaf, Inc.	Julia Michalka

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

## April 17, 2008 TASA Advisory Committee Meeting

At the April 17, 2008 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2008-2009 budget, Florida Relay traffic trends, service quality testing, and CapTel service. The TASA advisory committee was updated on the FCC's proposed rulemaking to have states incur the intrastate costs of VRS and IP Relay, and the financial impact rulemaking would have on the Florida Relay program. The TASA advisory committee was informed that a recommendation addressing the FTRI budget would be filed on April 24, 2008, for the Commission's consideration at the May 6, 2008 Agenda Conference.<sup>4</sup> The committee was also notified that the FPSC anticipated a letter from Sprint Relay by June 1, 2008, to indicate its desire whether to extend the Florida Relay contract another year for the 2009-2010 option year.

The TASA advisory committee was advised of a possible new service for the deaf-blind. Hawk Relay filed a petition with the FCC requesting clarification that Deaf-Blind Relay Service (DBRS) is a TRS service.<sup>5</sup> DBRS would use an interpreter called a Communications Facilitator who would travel to a deaf-blind person's office or home, make telephone calls on his/her behalf, and interpret the conversation. As an alternative, the deaf-blind consumer could travel to a regional deaf-blind center to place a call through the Communications Facilitator.

Sprint reviewed the volume of TRS calls it handles and noted that over the last year the volume of TRS calls has leveled off. Sprint informed the TASA advisory committee that CapTel service has continued to grow from an average 70,000 calls per month to about 78,000 calls per month. Sprint believes the use of CapTel service will continue to grow in Florida. Sprint reviewed the CapTel advertising done in Florida and noted that the advertising has been very successful. The advertising program included 612 television spots to educate consumers about CapTel service. Sprint verified that in addition to the CapTel relay center located in Madison, Wisconsin, a back-up center was now operational in Milwaukee, Wisconsin, effective April 2008.

FTRI made a presentation on its FY 2008-2009 budget which was filed with the FPSC. The FTRI Board of Directors approved a recommendation to maintain the current surcharge level of \$0.11 per access line for the next fiscal year. FTRI noted that the number of access lines of local exchange companies continues to decrease and calculated an additional 3.88 percent decrease for this next fiscal year.<sup>6</sup> As of March 2008, FTRI had over 395,000 individuals in its client database. FTRI reviewed its outreach plans to

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<sup>4</sup> By Order No. PSC-08-0337-PAA-TP, issued May 27, 2008, the Commission approved FTRI's 2008-2009 budget.

<sup>5</sup> In the Matter of Telecommunications Relay Services for Individuals with Hearing and Speech Disabilities. Petition for Clarification, Provision and Cost Recovery of Deaf-Blind Relay Service, a Telecommunications Relay Service. CG Docket No. 03-123, filed May 31, 2007.

<sup>6</sup> In accordance with Section 427.704(4)(a)(1), Florida Statutes, the TRS surcharges are only collected from local exchange telecommunications company subscribers on an individual access line basis, except that the surcharge is capped at 25 basic telecommunications access lines per account bill rendered. The surcharge is not levied on wireless or Internet telecommunications services.

create awareness and telephone independence for Florida's deaf, hard-of-hearing, deaf-blind or speech-disabled. FTRI reiterated its commitment to promote both the relay and the FTRI equipment program using media, including television and newspaper.

#### October 24, 2008 TASA Advisory Committee Meeting

At the October 24, 2008 meeting, Sprint Relay updates were discussed including current call volumes, CapTel service quality, relay operator typing speed concerns, and an update on the closure of the Jacksonville call center. FTRI provided an update on its annual report and FTRI outreach activities. FPSC staff provided updates on FCC and FPSC actions since the last TASA meeting.

Sprint advised the TASA advisory committee that the Jacksonville, Florida Call Center was officially closed on October 10, 2008. Florida relay calls were now being handled through Sprint's national network consisting of 11 relay call centers. Sprint stated that traditional relay minutes had been declining but appeared to be leveling off. From July 2007 through June 2008, Florida relay averaged 80,321 traditional relay calls per month. For the three months from July 2008 through September 2008, Florida averaged 70,855 traditional relay calls. CapTel call volume showed a slow steady increase. From July 2007 through June 2008, Florida averaged 80,393 CapTel calls per month. For the three months from July 2008 through September 2008, Florida averaged 82,658 CapTel calls.

Sprint stated that for years 2006 through 2008, its average CapTel transcription rate was between 161 and 175 words per minute with an accuracy of 93 percent to 98 percent. CapTel relay calls are unique in that the relay operator revoices what the called party says into a computer which transcribes the operator's voice through voice recognition software, and the deaf or hard-of-hearing person can read the captions on his CapTel telephone. Sprint conveyed to the committee that based on three years of testing results, Sprint's typing speed for traditional relay service averages 11-13 words per minute faster than other providers, and during the July 2007 through June 2008 period, the company received only one complaint regarding typing speed.

The TASA advisory committee was updated on the FCC's proposed rulemaking to have states incur the intrastate costs of VRS and IP Relay and the financial impact the rulemaking would have on the Florida Relay program. Presently, it is estimated that Florida would incur additional costs of \$20 to 25 million per year to the Florida relay program if the FCC decides to impose the intrastate costs of Internet TRS upon the states.

FTRI provided an update on its services and gave an overview of its annual report. In the last fiscal year, FTRI stated that it processed 19,659 customer service calls, and mailed 1,994 applications to individuals requesting equipment. FTRI reviewed its outreach plans to create awareness and telephone independence for Florida's deaf, hard-of-hearing, deaf-blind, or speech-disabled. The relay administrator also reiterated its commitment to promote both the relay and the FTRI equipment program using media,

including television and newspaper, and shared proposed television and newspaper ads which it will be using in the future.

## V. FEDERAL ACTIVITIES

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

On October 8, 2004, the FPSC submitted initial comments to the FCC in response to its Notice of Proposed Rulemaking regarding Telecommunications Relay Services.<sup>7</sup> The FPSC expressed concerns with the proposed rule in terms of the financial impact on the Florida Relay Service program, possible statutory conflicts, and possible adverse impacts on competition between the providers of Florida VRS and IP Relay. Pursuant to statute, the Florida Relay Service system is to be operated by a statewide single provider.<sup>8</sup> An FCC decision regarding the Notice of Proposed Rulemaking is still pending. The impact the decision will have on the Florida Relay Program can only be estimated at this time.

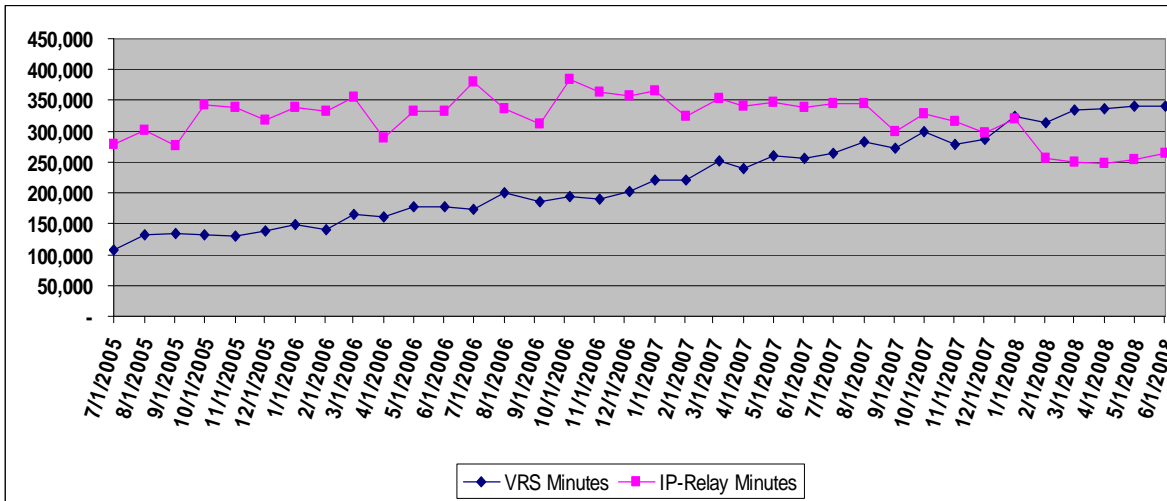
Presently, interstate and intrastate VRS, IP Relay, and IP CTS services are federally funded through monies collected by the Interstate TRS Fund Administrator, NECA, based on interstate end-user revenues of carriers. The proposed FCC Rule, if adopted, would require the states to fund the intrastate portion of VRS and IP Relay, causing Florida to absorb an estimated additional \$20 million to \$25 million in relay costs. IP CTS intrastate costs would be in addition to this amount, but since it is a new service with no history of minutes of use available at this time, the costs are not known. IP CTS minutes would be reimbursed at the rate of \$1.66 per minute. VRS minutes are presently being reimbursed using a three-tiered rate: 0-50,000 minutes per month at \$6.74 per minute; 50,001-500,000 minutes per month at \$6.47 per minute; and over 500,000 minutes per month at \$6.27 per minute. IP Relay minutes are presently being reimbursed at \$1.29 per minute. As shown in Table 7, the Florida IP Relay minutes of use showed a slight downward trend, while VRS minutes of use showed a sharp upward trend over the last 36 months.

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<sup>7</sup> Federal Communications Commission's Report and Order, Order on Reconsideration, and Further Notice of Proposed Rule Making in CG Docket No. 03-123, released on June 30, 2004.

<sup>8</sup> Section 427.704(1), Florida Statutes, Powers and Duties of the Commission.

**Table 7. VRS and IP Relay Minutes of Use**



By Order DA 08-2255, released February 6, 2008, the FCC increased the size of the interstate TRS fund by \$83 million. The FCC explained that increasing the fund size was necessary because demand for certain interstate relay services, particularly VRS, has outpaced its initial projections, and increasing the fund size was necessary to ensure that the fund does not run out of money before the end of the fiscal year. The FCC found that because of the continued significant growth in VRS minutes, the present fund size would be inadequate to compensate providers for the remainder of the 2007-2008 fiscal year.

By Order FCC 08-78, released March 19, 2008, the FCC adopted emergency call handling requirements for Internet-based TRS providers. The emergency call handling requirements will ensure that persons using Internet-based forms of TRS, i.e., VRS, IP Relay, and IP CTS, can promptly access emergency services. A solution is pending adoption to permit Internet-based TRS providers to immediately and automatically place the outbound leg of an emergency call to an appropriate public safety answering point, designated statewide default answering point, or appropriate local emergency authority.

By Order FCC 08-151, released June 24, 2008, the FCC adopted a system for assigning users of Internet-based TRS, specifically VRS and IP Relay, ten-digit telephone numbers linked to the North American Numbering Plan. The numbering system adopted furthers the functional equivalency mandate by ensuring that Internet-based TRS users can be reached by voice telephone users in the same way that voice telephone users are called. The measures the FCC adopted are intended to make sure that emergency calls placed by Internet-based TRS users will be routed directly and automatically to the appropriate emergency services authorities by Internet-based TRS providers. The FCC required that the ten-digit numbering plan set forth in the order be implemented no later than December 31, 2008.

The release of Order FCC 08-151 may be the initial step in the jurisdictional separation of costs for VRS, IP Relay, and IP CTS. The FCC has repeatedly stated that the interstate and intrastate costs of these TRS services would eventually be separated once the two ends of a call made over these internet services were known. By assigning

telephone numbers to these Internet services, the beginning and ending points of the calls will now be known.

## **VI. CONCLUSION**

FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 28 regional distribution centers conducted 1,215 outreach activities and signed up 119 new businesses as Relay Friendly Business Partners during the last fiscal year. Florida continues to place emphasis on service quality, which has resulted in increased typing speed for not only Florida, but for all of the states served by Sprint. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service. The Commission expects these positive trends to continue but will continue to pursue service quality improvements through testing of relay operator typing and CapTel telephone captioning.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes have been decreasing, because users are transitioning to the more efficient technologies of IP Relay, VRS, IP CTS, CapTel captioning service, and Blackberry or palm wireless devices. An FCC mandate requiring states to assume the intrastate costs of three of these newer technologies, VRS, IP Relay, and IP CTS, may have a major impact on the Florida Relay Service. The proposed FCC rule would require Florida to fund an estimated additional \$20 million to \$25 million in annual relay costs. Florida could possibly experience a financial shortfall in relay surcharge revenue due to a statutory relay surcharge cap of \$0.25 per access line. The FCC has not provided states with a timeline as to when this proposed rule may be adopted; however, release of Order FCC 08-151, requiring assignment of telephone numbers to VRS and IP Relay customers by December 31, 2008, may initiate the jurisdictional separation of costs. When the new FCC rule is adopted, an examination of the Florida Statutes regarding relay services will need to be completed to ensure Florida's Relay program is in accordance with any new federal laws.

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## Appendix A

### FTRI Budget for 2007-2008 and 2008-2009 Fiscal Years

	Commission Approved Budget 2007-2008 \$	Actual Revenue And Expenses 2007-2008 \$	Commission Approved Budget 2008-2009 \$
<b>Operating Revenue</b>			
<i>Surcharges</i>	12,391,546	11,911,955	11,574,081
<i>Interest Income</i>	831,416	549,843	653,587
<i>Miscellaneous Income</i>	0	5,972	0
<i>Total Revenues</i>	13,222,962	12,467,770	12,227,668
<i>Surplus Account</i>	16,497,597	16,521,301	17,258,366
<b>GRAND TOTAL REVENUES</b>	<b>29,720,559</b>	<b>28,989,071</b>	<b>29,486,034</b>
 <b>CATEGORY I. Operating Expenses/ Relay Services</b>			
<i>Sprint Relay</i>	<b>5,922,431</b>	<b>5,996,699</b>	<b>6,521,004</b>
 <b>CATEGORY II. Equipment &amp; Repairs</b>			
<i>TDD Equipment</i>	58,800	48,572	25,305
<i>Large Print TDDs</i>	0	0	2,520
<i>VCO/HCO – TDD</i>	18,000	0	22,320
<i>VCO Telephone</i>	4,430	5,537	25,093
<i>Dual Sensory Equipment</i>	0	0	0
<i>CapTel Phone Equipment</i>	105,060	103,465	107,190
<i>VCP Hearing Impaired</i>	1,333,932	1,327,095	2,102,969
<i>VCP Speech Impaired</i>	15,376	3,632	36,027
<i>TeliTalk Speech Aid</i>	60,000	54,725	54,000
<i>Jupiter Speaker Phone</i>	15,330	3,750	14,490
<i>In-Line Amplifier</i>	1,680	2,833	3,305
<i>ARS Signaling Equipment</i>	104,536	69,449	96,736
<i>VRS Signaling Equipment</i>	47,675	45,962	60,223
<i>TRS Signaling Equipment</i>	0	0	0
<i>Telecom Equipment Repair</i>	72,845	40,667	80,128
<i>Remaining Basis on Disposed Assets</i>	0	2,373	0
<b>TOTAL CATEGORY II</b>	<b>1,837,664</b>	<b>1,708,060</b>	<b>2,630,306</b>
 <b>CATEGORY III. Equipment Distribution &amp; Training</b>			
<i>Freight-Telecom Equipment</i>	41,966	34,490	38,711
<i>Regional Distribution Centers</i>	1,194,173	921,477	1,240,588
<i>Workshop Expense</i>	68,852	57,376	10,000
<i>Training Expense</i>	0	0	0
<b>TOTAL CATEGORY III</b>	<b>1,304,991</b>	<b>1,013,343</b>	<b>1,289,299</b>

	<b>Commission Approved Budget 2007-2008</b>	<b>Actual Revenue And Expenses 2007-2008</b>	<b>Commission Approved Budget 2008-2009</b>
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	779,544	640,151	956,542
<b>TOTAL CATEGORY IV</b>	<b>779,544</b>	<b>640,151</b>	<b>956,542</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	3,792	7,581	5,728
<i>Accounting/Auditing</i>	17,067	33,944	24,076
<i>Legal</i>	72,000	72,000	72,000
<i>Computer Consultation</i>	42,580	14,451	42,580
<i>Bank Charges</i>	1,669	2,057	2,089
<i>Dues &amp; Subscriptions</i>	3,485	2,498	3,504
<i>Office Furniture Purchase</i>	2,788	4,882	3,700
<i>Less: Capitalized Portion</i>	0	(2,695)	0
<i>Office Equipment Purchase</i>	11,860	0	11,428
<i>Depreciation</i>	0	13,533	0
<i>Office Equipment Lease</i>	3,470	3,473	3,470
<i>Insurance- Health/Life/Disability</i>	275,698	197,008	217,148
<i>Insurance – Other</i>	5,336	0	4,722
<i>Office Expense</i>	25,919	20,371	23,623
<i>Postage</i>	21,674	8,270	19,816
<i>Printing</i>	3,768	2,223	5,248
<i>Rent</i>	91,084	90,074	93,698
<i>Utilities</i>	12,660	7,657	13,052
<i>Retirement</i>	73,385	54,413	69,061
<i>Employee Compensation</i>	541,184	429,468	590,269
<i>Temporary Employment</i>	39,032	24,186	53,956
<i>Taxes – Payroll</i>	41,401	33,204	45,156
<i>Taxes – Unemployment Compensation</i>	4,096	0	4,096
<i>Taxes – Licenses</i>	61	61	63
<i>Telephone</i>	28,731	27,121	32,168
<i>Travel &amp; Business</i>	28,293	26,289	32,448
<i>Equipment Maintenance</i>	7,081	1,806	3,835
<i>Employee Training/Dev</i>	15,760	9,061	14,660
<i>Meeting Expense</i>	5,032	3,854	4,795
<i>Remaining Basis of Disposed Assets</i>	0	4,052	0
<b>TOTAL CATEGORY V</b>	<b>1,378,906</b>	<b>1,090,842</b>	<b>1,396,389</b>
<b>GRAND TOTAL EXPENSES</b>	<b>11,223,536</b>	<b>10,449,095</b>	<b>12,793,540</b>

# Florida Telecommunications Relay, Inc.



## Annual Report 2007 - 2008

TASA – Florida Statutes Chapter 427

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## Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2007 / 2008. Here are a few highlights:

- 17,428 new clients were served throughout the state.
- 40,212 different services were provided to individuals.
- 37,627 pieces of specialized telecommunications equipment were distributed.
- 1,215 outreach activities were performed by FTRI and the regional distribution centers (RDC) throughout Florida.
- 119 new businesses have partnered with FTRI to educate their 5,115 employees about the Florida Relay and Equipment Distribution Program.
- Processed 19,659 customer service calls.
- Mailed 1,994 applications to individuals requesting them.
- Processed more than 83,587 EDP forms.
- We continued our extensive educational, training and support efforts through workshops and daily interactions with RDCs.
- We continued to collaborate with other organizations and / or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2007 / 2008 that reflect the broad scope of the FTRI organization to provide quality service to the residents of Florida.

  
James Forstall, FTRI Executive Director



## TASA Requirements

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

## Mission Statement

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

## Equipment Distribution Program

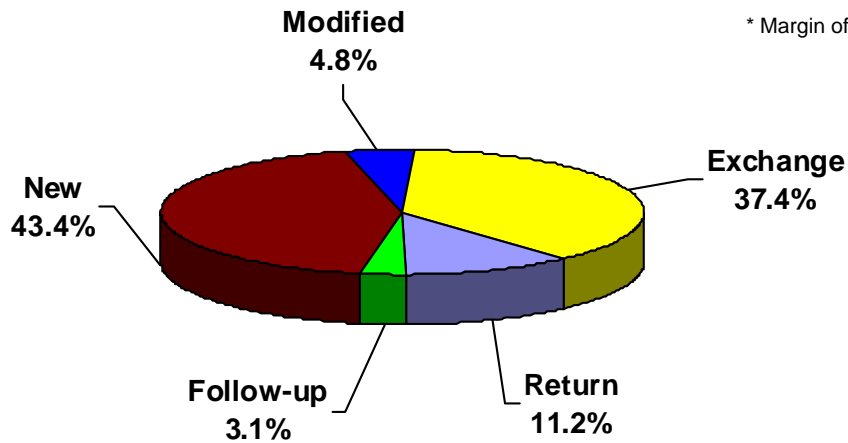
FTRI utilizes a regional distribution system for approximately eighty percent of the state of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

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

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

## Client Services

The total number of EDP services provided by FTRI for fiscal year 2007 / 2008 was **40,299\***. The average number of EDP services provided monthly was **3,358**.

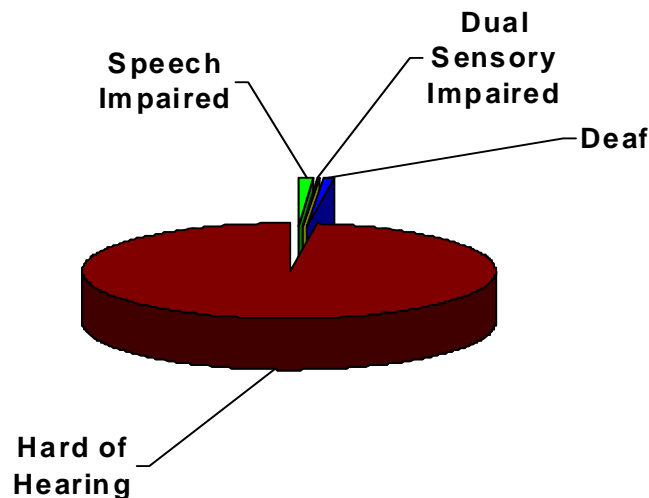


## New Client Eligibility

FTRI served **17,428** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	156
Hard of Hearing	17,028
Speech Impaired	208
Dual Sensory Impaired	36
<b>Total</b>	<b>*17,428</b>

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



## New Client Certification

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

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	5,330
Audiologist	6,879
Hearing Aid Specialist	3,933
Licensed Physician	1,021
State Certified Teacher	8
State Agency	27
Speech Pathologist	180
Federal Agency	50
<b>Total</b>	<b>17,428</b>

## New Client Age Groups

The 2007 / 2008 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	23
10 – 19	47
20 – 29	60
30 – 39	95
40 – 49	300
50 – 59	713
60 – 69	2,308
70 – 79	4,752
80 – 89	7,144
90 – 99	1,918
100 – 109	68
DOB not provided	0
<b>Total</b>	<b>17,428</b>

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



## New Client County of Residence

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

County	Recipients	County	Recipients
<b>Alachua</b>	<b>185</b>	<b>Lake</b>	<b>431</b>
Baker	13	<b>Lee</b>	<b>773</b>
<b>Bay</b>	<b>102</b>	<b>Leon</b>	<b>489</b>
Bradford	17	<b>Levy</b>	<b>38</b>
<b>Brevard</b>	<b>458</b>	Liberty	10
<b>Broward</b>	<b>1,909</b>	Madison	7
Calhoun	21	<b>Manatee</b>	<b>397</b>
<b>Charlotte</b>	<b>372</b>	<b>Marion</b>	<b>616</b>
<b>Citrus</b>	<b>383</b>	Martin	159
<b>Clay</b>	<b>65</b>	<b>Monroe</b>	<b>63</b>
<b>Collier</b>	<b>270</b>	Nassau	43
Columbia	37	<b>Okaloosa</b>	<b>69</b>
<b>Dade</b>	<b>943</b>	Okeechobee	18
DeSoto	31	<b>Orange</b>	<b>407</b>
Dixie	10	Osceola	156
<b>Duval</b>	<b>510</b>	<b>Palm Beach</b>	<b>1,757</b>
<b>Escambia</b>	<b>273</b>	<b>Pasco</b>	<b>803</b>
<b>Flagler</b>	<b>98</b>	<b>Pinellas</b>	<b>1,164</b>
Franklin	4	<b>Polk</b>	<b>640</b>
Gadsden	56	Putnam	34
Gilchrist	18	<b>Santa Rosa</b>	<b>110</b>
Glades	5	<b>Sarasota</b>	<b>734</b>
Gulf	19	<b>Seminole</b>	<b>176</b>
Hamilton	6	St. Johns	92
Hardee	5	<b>St. Lucie</b>	<b>247</b>
<b>Hendry</b>	<b>22</b>	<b>Sumter</b>	<b>154</b>
<b>Hernando</b>	<b>304</b>	<b>Suwannee</b>	<b>45</b>
<b>Highlands</b>	<b>180</b>	Taylor	19
<b>Hillsborough</b>	<b>625</b>	Union	9
Holmes	24	<b>Volusia</b>	<b>430</b>
<b>Indian River</b>	<b>155</b>	Wakulla	31
Jackson	77	Walton	40
Jefferson	19	Washington	44
Lafayette	7		
		<b>Total</b>	<b>17,428</b>

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

## Equipment

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone (TTY)
2. Volume Control Phone for the Hearing Impaired (VCPH)
3. Volume Control Phone for the Speech Impaired (VCPS)
4. Voice Carry-Over Telephone (VCO)
5. Large Visual Display TTY (LVDTTY)
6. TeleBraille TTY (TBTTY)
7. In-Line Amplifier (ILA)
8. Voice Carry-Over / Hearing Carry-Over / TTY (VCO / HCO / TTY)
9. Gewa Jupiter Telephone
10. Dialogue RC 200 w/ Air Switch
11. TeliTalk Speech Aid phone
12. Captioned Telephone (CapTel)

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

1. Audible Ring Signaler (ARS)
2. Visual Ring Signaler (VRS)
3. Tactile Ring Signaler (TRS)

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

## Equipment Vendors

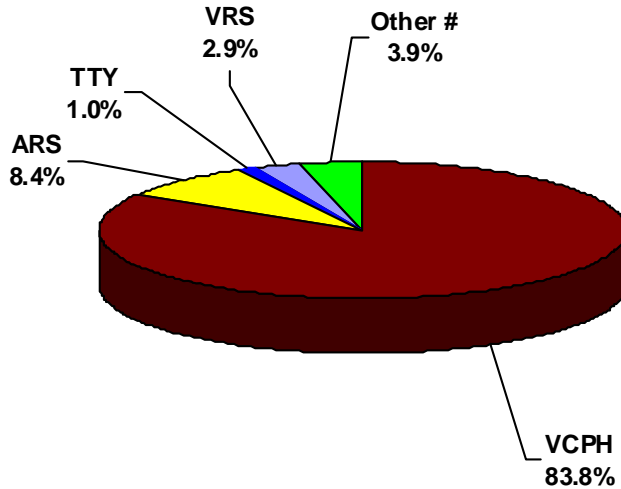
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2007 / 2008 numbered **37,627\*** units. The monthly equipment distribution average was **3,136**.

\* Margin of error ± 1%



# More than three percent of all distributed equipment in fiscal year 2007 / 2008 included BrailleTTY phone, in-line amplifier, tactile ring signaler, voice-carry-over phones with large visual display, phones for the speech impaired, hearing-carry-over phone, voice-carry-over phone, and captioned telephone.

## Quality Assurance

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

Approximately sixteen percent of new clients served were mailed quality assurance surveys. Of the approximately 2,762 questionnaires sent during this fiscal year, FTRI received 1,000 responses for a thirty-six percent return rate. Ninety-seven percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.

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

**LET FREEDOM <<<RING>>>**

*... and discover telephone freedom and independence*



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



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

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

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

*Detach along perforation and mail.*



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

The following activities were conducted.

<b>Outreach Activities</b>
<b>FTRI / RDC conducted 1,215 outreach activities throughout the state</b>
<b>FTRI published and mailed "You Don't Have to Shell Out a Dime" reminder postcards to 330,710 active clients statewide; and mailed over 44,000 "We Have Moved" postcards to clients in Dade County</b>
<b>Developed new branding, artwork and tag line for outreach materials... "You Don't Have to Shell Out a Dime" (see page10)</b>
<b>Developed new marketing material to include application inserts, posters, and banner pull up display (see page 10)</b>
<b>Developed and customized new print advertisement for each RDC</b>
<b>Administered a print media campaign covering seven markets throughout the state (Gainesville, Crystal River, Tampa, Bradenton, Port Charlotte, Port St. Lucie, and Pensacola)</b>
<b>Launched the Educational Relay Kit program as a web based solution</b>
<b>Updated the FTRI application to include the client survey to increase accuracy</b>
<b>Developed and implemented the client survey report feature of the website</b>
<b>119 businesses signed-up as Relay Friendly Business Partners through the FTRI website</b>
<b>Translation of the Business Partnership Program website into Spanish</b>
<b>Information about both Florida Relay and FTRI EDP have been made available to over 5,115 employees through the BPP</b>
<b>FTRI continued to partner with organizations and / or state agencies (FAD, FLALDA, HLA-FL, AGBELL-FL, FSDB, Sprint, TSC, FDOE, FDOEA, FDOH, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP) for outreach activities</b>
<b>Purchased media time statewide for both Florida Relay and FTRI EDP PSAs (Public Service Announcements) and received approximately 21-1 ratio coverage</b>
<b>Provided approximately 1,570 (EDP) and 728 (Outreach) hours of comprehensive training to RDCs during this fiscal year</b>
<b>Coordinated the annual training conference for the RDCs on EDP and Outreach</b>





# Outreach

## FTRI – Equipment Distribution Program

FTRI continued to air 30 second PSAs (Public Service Announcement) targeted to reach individuals with hearing loss to create awareness about the specialized telephones that are available to Florida residents at **no charge**. This PSA was aired continuously on cable networks throughout the state year-round.

Below are excerpts taken from the FTRI EDP PSA that continued to air throughout Florida on cable television.



The FTRI reminder postcard (pictured below at left) was published and mailed to all active clients throughout the state. This generated positive feedback from clients regarding the equipment program. Pictured at right is the FTRI annual newsletter that is published and available on the FTRI website at [http://www.ftri.org/files/1/File/florida-link-newsletter/Florida\\_Link\\_08\\_PRINT\\_3.pdf](http://www.ftri.org/files/1/File/florida-link-newsletter/Florida_Link_08_PRINT_3.pdf).



Spring 2008 Postcard



Spring 2008 Newsletter





# Outreach

FTRI offers a variety of specialized telephones to qualified applicants. And you don't have to *shell* out a dime.

Florida Telecommunications Relay, Inc., (FTRI) provides specialized equipment at no cost to Floridians with hearing loss or speech disabilities. To qualify, you must be a permanent Florida resident, at least three years of age and able to provide proof of hearing loss or speech disability.

Directions: Qualified applicants can select ANY of the following assistive devices to meet their needs. Limit one phone and one ringer per person. Need help? Contact FTRI at 1-800-222-3448 (voice) or 1-888-447-5620 (TTY). Free equipment training is available too. *Please circle your selection and include this sheet with your application.*

**AMPLIFIED PHONES:**

**W425 Amplified Cordless Phone**

- 30dB amplification
- 2.5mm audio output jack
- Visual ringer in handset and base
- Backlit keypad with large buttons
- Powered by AC adapter

**XL-40 Amplified Phone**

- 40dB amplification
- 95dB adjustable ring volume
- 3.5mm audio output jack
- Memory dial
- Tone control
- Backlit keypad with large buttons
- Powered by AC adapter or battery backup

**CSC-40 Amplified Phone**

- 40dB amplification
- 85dB adjustable ring volume
- 12dB outgoing speech amplification
- Memory dial
- Tone control
- Powered by phone line or battery backup

**StarPlus Amplified Phone**

- 55dB amplification
- 95dB adjustable ring volume
- 3.5mm audio output jack
- Memory dial
- Tone control
- Backlit keypad with large buttons
- Powered by AC adapter or battery backup

**XL-25 Amplified Phone**

- 18dB outgoing and 12dB incoming speech amplification
- 75dB adjustable ring volume
- 3.5mm audio output jack
- Memory dial
- Large keypad
- Powered by phone line or battery backup

*See reverse for more assistive devices!*

**TTYS (TEXT TELEPHONES):**

**425 TTY**

- Computer-style keyboard
- Built-in printer
- Visual ringer
- Keyboard dialing
- Auto-answer
- E-turbo

**4400 TTY**

- Sticky key feature (for single-handed typing)
- Visual ringer
- TTY announcer
- 32K memory to review conversations
- Built-in printer
- Keyboard dialing

**PP2000D TTY**

- Built-in printer
- Keyboard dialing
- TTY announcer
- Built-in help menu

**MP2000D TTY**

- Built-in printer
- Keyboard dialing
- Memory dialing
- Built-in help menu

**VOICE CARRY-OVER (VCO) PHONES:**

**VCO Phone**

- 26dB amplification
- 85dB adjustable ring volume
- 2-line LCD display screen
- Memory dial
- Tone control
- Backlit keypad with large buttons

**Captioned Telephone (CapTel™)**

- 35dB amplification
- 5-line LCD display screen
- Review captions from previous calls
- Adjustable tone and volume control
- Memory dial
- 2.5 and 3.5 mm audio output jacks

**HEARING CARRY-OVER (HCO) PHONES:**

**Uniphone**

- Use as a standard telephone, HCO phone, VCO phone or TTY
- 2-line LCD display screen
- Computer-style keyboard
- 8K memory to review conversations
- Printer port
- Memory dial
- Backlit display

**IN-LINE AMPLIFIERS:**

**HA-40**

- 40dB amplification
- Connects to any standard phone
- Amplify boost button
- Powered by 9V battery
- Adjustable volume and tone control

**CS-1L40**

- 40dB amplification
- Connects to any standard phone
- Amplify boost button
- Powered by 9V battery
- Adjustable volume and tone control

**RINGERS:**

**SR-200 Audio Ringer**

- 95dB amplification
- Connects to any standard phone
- Adjustable volume and tone control
- Choose from four ring patterns
- Powered by AC adapter or battery backup

**Crystal Tone Audio Ringer**

- 95dB amplification
- Connects to any standard phone
- Adjustable volume and tone control
- Choose from four ring patterns
- Powered by phone line or battery backup

**TR75 Visual Ringer**

- Lamps flash to signal ringing telephone
- 2 units per package (one main unit, one remote unit for use in other room)
- Connects to any standard lamp and phone

**Simplicity Visual Ringer**

- Lamps flash to signal ringing telephone
- 2 units per package (one main unit, one remote unit for use in other room)
- Connects to any standard lamp and phone

**Florida Telecommunications FTRI Relay, Inc.**  
1820 East Park Avenue, Suite 101, Tallahassee, FL 32301  
1-800-222-3448 (voice) • 1-888-447-5620 (TTY) • www.ftri.org

## Inserts Applications and Posters

*Trouble hearing* over the phone?

We offer a variety of specialized telephones to qualified applicants. And you don't have to *shell* out a dime.

To qualify, you must be:

- A permanent Florida resident
- At least three years old
- Deaf, hard of hearing or speech disabled

Available equipment:

- Amplified phones
- Text telephones
- VCO and HCO phones
- Ring signalers
- And more!

Call... 1-800-222-3448 (voice) or 1-888-447-5620 (TTY)  
Click... www.ftri.org to find the distribution center nearest you.

**Florida Telecommunications FTRI Relay, Inc.**  
1820 East Park Avenue, Suite 101  
Tallahassee, FL 32301

Display Banner

*Trouble hearing* over the phone?

We offer a variety of specialized telephones to qualified applicants. And you won't have to *shell* out a dime.

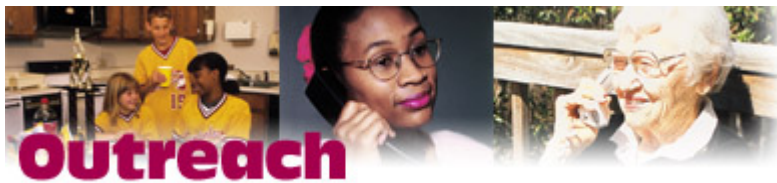
Florida Telecommunications Relay, Inc., provides specialized telephone equipment at no cost to Floridians with hearing loss or speech disabilities. We offer a large inventory of amplified phones, ring signalers, text telephones and more. Free training on how to use the equipment is available too. To qualify you must be a permanent Florida resident, at least three years of age and able to provide proof of hearing loss or speech disability.

To learn more or register an application, contact:  
Independent Living Resource Center of NE Florida  
2709 Art Museum Drive • Jacksonville, FL 32207  
904-390-8484 (voice) • 904-398-6322 (TTY) • www.ijl.com  
Open Monday - Friday 9:00 a.m. - 4:00 p.m., appointments preferred

**Florida Telecommunications FTRI Relay, Inc.**  
1820 East Park Avenue, Suite 101, Tallahassee, FL 32301  
1-800-222-3448 (voice) • 1-888-447-5620 (TTY) • www.ftri.org

Customized Ads for RDCs





### **Florida Relay**

Two Florida Relay PSAs continued to air throughout the state on cable network. Below are excerpts taken from the Florida Relay PSAs.



### **Business Partnership Program**

One hundred and nineteen businesses signed up as a “Relay Friendly” partner and were provided access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf/blind, or speech impaired. Information about both Florida Relay and FTRI EDP has been made available to over 5,115 employees with those businesses.

### **TASA Approved Certifiers**

FTRI partnered with 131 *new* TASA approved certifiers who referred individuals with hearing loss to the FTRI programs to receive specialized telephones and services. FTRI provides all certifiers, as well as other collaborated partners, with applications, brochures and other printed materials for dissemination to people that visit their office or agencies.

### **Closing Statement**

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. The FTRI administrative office directly serves approximately twenty percent of Florida’s residents statewide. Since the inception of the Equipment Distribution Program in 1986, over 396,000 residents have been provided with telecommunications equipment and support services.

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**FINANCIAL STATEMENTS**  
**WITH INDEPENDENT AUDITORS' REPORT**  
**FISCAL YEAR ENDED JUNE 30, 2008**



**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
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**TONY C. STARACE, CPA, PA**

*1906 Buford Boulevard, Suite 3  
Tallahassee, Florida 32308  
(850) 422-0080 FAX (850) 877-4720*

**Members**

American Institute of Certified Public Accountants  
Florida Institute of Certified Public Accountants

**Tony C. Starace, CPA**

**Timothy D. Scott, CPA**

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**INDEPENDENT AUDITORS' REPORT**

Board of Directors  
Florida Telecommunications Relay, Inc.  
1820 East Park Avenue, Suite 101  
Tallahassee, Florida 32301

We have audited the accompanying statement of financial position of Florida Telecommunications Relay, Inc. (a nonprofit organization) as of June 30, 2008 and the related statements of activities and cash flows for the year then ended. These financial statements are the responsibility of the Organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

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

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Telecommunications Relay, Inc. as of June 30, 2008, and the changes in net assets and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

*Tony C. Starace, CPA*

September 10, 2008  
Tallahassee, Florida

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENT OF FINANCIAL POSITION**  
**June 30, 2008**

***ASSETS***

CURRENT ASSETS		
Cash	\$18,303,420	
Accounts Receivable (Note 1)	954,239	
Prepaid Expenses (Note 1)	<u>20,473</u>	
TOTAL CURRENT ASSETS		\$ 19,278,132
PROPERTY & EQUIPMENT (Note 1)		
Office Furniture	\$ 46,455	
Office Equipment	111,273	
Dual Sensory Equipment	84,261	
Less: Accumulated Depreciation	<u>(218,235)</u>	
NET PROPERTY & EQUIPMENT		23,754
OTHER ASSETS		<u>8,939</u>
TOTAL ASSETS		<u>\$ 19,310,825</u>

***LIABILITIES AND NET ASSETS***

CURRENT LIABILITIES		
Accounts Payable (Note 1)	\$ 761,368	
Sick Leave Payable	<u>9,481</u>	
TOTAL CURRENT LIABILITIES		\$ 770,849
NET ASSETS (Unrestricted)		<u>18,539,976</u>
TOTAL LIABILITIES AND NET ASSETS		<u>\$ 19,310,825</u>

***THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.***

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS**  
*For the Year Ended June 30, 2008*

**REVENUES**

Surcharge Revenue	\$ 11,911,955
Misc. Revenue – RDC's	5,972
Interest	<u>549,843</u>

TOTAL REVENUES \$ 12,467,770

**EXPENSES****Category I - Relay Service**

Total - Category I Expenses \$ 5,996,699

**Category II - Equipment & Repair**

Total - Category II Expenses 1,708,060

**Category III - Equipment Distribution**

Total - Category III Expenses 1,013,343

**Category IV - Outreach**

Total - Category IV Expenses 640,151

**Category V - General & Administrative**

Total - Category V Expenses 1,090,842

TOTAL EXPENSES \$ 10,449,095

NET OF REVENUE OVER EXPENSES 2,018,675

NET ASSETS, BEGINNING OF YEAR 16,521,301

NET ASSETS, END OF YEAR \$ 18,539,976

**THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENT OF EXPENSES BY CATEGORY**  
**For the Year Ended June 30, 2008**

<b>Category I - Relay Service</b>		
DPR Provider		\$ 5,996,699
<b>Category II - Equipment &amp; Repair (Note 1)</b>		
TDD Equipment	\$ 48,572	
VCP Hearing Impaired	1,273,952	
VCPH Cordless	53,143	
VCPS-RC200	3,750	
CapTel Equipment	103,465	
VCP Speech Impaired	3,632	
In-Line Amplifiers	2,833	
VCO Telephone	5,537	
Signaling Equipment	115,411	
TeliTalk Speech Aid Phone	54,725	
Telecommunications Equipment Repair	40,667	
Remaining Basis on Deiposed Assets	<u>2,373</u>	
<b>Subtotal - Category II</b>		1,708,060
<b>Category III - Equipment Distribution</b>		
Freight / Telecommunications Equipment	\$ 34,490	
Regional Distribution Centers	921,477	
Workshop Expense	<u>57,376</u>	
<b>Subtotal - Category III</b>		1,013,343
<b>Category IV - Outreach</b>		
Outreach Expense		640,151
<b>Category V - General &amp; Administrative</b>		
Advertising	\$ 7,581	
Accounting/Auditing	33,944	
Legal	72,000	
Consultation	14,451	
Bank charges	2,057	
Dues and Subscriptions	2,498	
Furniture & Equip. Purchased	4,882	
Less: Capitalized Portion	(2,695)	
Depreciation	13,533	
Remaining Basis of Disposed Assets	4,052	
Office Equipment Lease	3,473	
Insurance	197,008	
Office Expenses	20,371	
Postage	8,270	
Printing	2,223	
Rent (Note 2)	90,074	
Retirement (Note 3)	54,413	
Employee Compensation	429,468	
Payroll Taxes	33,204	
Temporary Employment	24,186	
Telephone & Fax	27,121	
Travel and Business Expense	26,289	
Utilities	7,657	
Equipment Maintenance	1,806	
Employee Training	9,061	
Meeting & Interpreter Expense	3,854	
State Corp. Filing Fee	<u>61</u>	
<b>Subtotal - Category V</b>		<u>1,090,842</u>
<b>TOTAL EXPENSES</b>		<u>\$ 10,449,095</u>

**THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**STATEMENT OF CASH FLOWS**  
**For The Year Ended June 30, 2008**

INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS

CASH FLOWS FROM OPERATING ACTIVITIES:

Cash Received from Revenue	\$ 12,342,059
Cash Paid for Goods and Services	(10,420,627)
Interest Income	<u>549,843</u>

NET CASH PROVIDED BY OPERATING ACTIVITIES (NOTE 4) \$ 2,471,275

CASH FLOWS FROM INVESTING ACTIVITIES:

Cash Paid to Acquire Fixed Assets	\$ (2,695)
Remaining Basis of Disposed Assets	<u>6,425</u>

NET PROVIDED BY INVESTING ACTIVITIES \$ 3,730

NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS 2,475,055

CASH AND CASH EQUIVALENTS AT THE BEGINNING OF YEAR 15,828,415

CASH AND CASH EQUIVALENTS AT THE END OF YEAR \$ 18,303,420

**THE NOTES TO THE FINANCIAL STATEMENTS ARE AN INTEGRAL PART OF THIS STATEMENT.**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**June 30, 2008**

**NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**General:**

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

**Purpose:**

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

**Property and equipment:**

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

*The Organization has adopted the policy of recording the purchase of the specialized telecommunication equipment, distributed to its clients, as an expense of the period, while the Organization retains certain rights and obligations.*

**Income taxes:**

*The Organization, a Florida nonprofit corporation, is tax exempt under Internal Revenue Code Section 501(c)(3). Therefore, no provision for income taxes has been made.*

**Use of Estimates:**

*The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.*

**NOTE 2 - LEASES**

*On March 1, 2002 the Organization entered into a lease agreement for office space. The lease is classified as an operating lease with a term of five years with a 3% increase each March and expires on February 28, 2007. FTRI has exercised its option to renew this lease for another 5 year term beginning March 1, 2007 and expiring February 28, 2012. Lease expense for the fiscal year ending June 30, 2008 was **\$90,074**. Future minimum lease payments are: fiscal years ending June 30, 2009; \$91,369, 2010; \$94,110, 2011; \$96,933, and 2012; \$65,902.*

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**June 30, 2008**

**NOTE 2 (Continued)**

On June 12, 2004 the Organization entered into a lease agreement with Pitney Bowes Credit Corporation for a postage meter. The lease is classified as an operating lease with a term of 69 months and expires on March 31, 2010. Equipment Lease expense for the fiscal year ended June 30, 2008 was \$3,324. Future minimum lease payments are: Fiscal Years Ending June 30, 2009 - \$3,324 and Fiscal Year Ended June 30, 2010 - \$2,493.

**NOTE 3 - RETIREMENT PLAN**

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly coincident with their date of employment. Contributions to the plan are paid annually and based on 11.7% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service and the final average salary as defined in the Plan Document. Retirement expense for the fiscal year ending June 30, 2008 was \$54,413.

**NOTE 4 - RECONCILIATION OF EXCESS OF REVENUES OVER EXPENSES TO NET CASH PROVIDED BY OPERATING ACTIVITIES**

<i>Excess of Revenues Over Expenses</i>	\$ 2,018,676
<i>Items not requiring cash</i>	
Decrease in Accounts Receivable	\$ 424,131
Decrease in Prepaid Expenses	44,711
Decrease in Accounts Payable	(29,776)
Depreciation	<u>13,533</u>
<i>Net of items not requiring cash</i>	<u>452,599</u>
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	<b><u>\$ 2,471,275</u></b>

*Disclosure of Accounting Policy:*

*For purposes of the Statement of Cash Flows, the cash maintained in a Checking/Investment account is considered cash equivalents.*

**NOTE 5 - CONCENTRATION OF RISK**

Florida Telecommunications Relay, Inc. maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$100,000. Cash at this institution exceeded FDIC limits. At June 30, 2008 FTRI's cash balance in the two accounts total \$18,303,400. These funds are secured, on a dollar for dollar basis, with United States Treasuries in accordance with Florida Statute number 280.16.



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**TONY C. STARACE, CPA, PA**

*1906 Buford Boulevard, Suite 3  
Tallahassee, Florida 32308  
(850) 422-0080 FAX (850) 877-4720*

**Members**

American Institute of Certified Public Accountants  
Florida Institute of Certified Public Accountants

Tony C. Starace, CPA

Timothy D. Scott, CPA

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September 10, 2008

The Board of Directors  
Florida Telecommunications Relay, Inc.  
1820 East Park Avenue, Suite 101  
Tallahassee, Florida 32301

Dear Board of Directors:

We have been engaged to audit the financial statements of the Florida Telecommunications Relay, Inc. (FTRI) as and for the year ended June 30, 2008.

Our professional standards require that we communicate at least annually with you regarding all relationships between our Firm and FTRI that, in our professional judgment, may reasonably be thought to bear on our independence.

We are not aware of any relationships between our Firm and FTRI that, in our professional judgment, may reasonably be thought to bear on our independence which have occurred during the fiscal year of July 1, 2007 to June 30, 2008.

We hereby confirm that as of September 15, 2008, we are independent accountants with respect to FTRI, within the meaning of the Securities Acts administered by the Securities and Exchange Commission and the requirements of the Independence Standards Board of the American Institute of Certified Public Accountants.

This letter is intended solely for the information and use of the Audit Committee, the Board of Directors, and Management of the Florida Telecommunications Relay, Inc. and is not intended to be and should not be used by anyone other than these specified parties.

Sincerely,

*Tony C. Starace*

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Tony C. Starace  
Certified Public Accountant  
September 10, 2008

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**TONY C. STARACE, CPA, PA**

*1906 Buford Boulevard, Suite 3  
Tallahassee, Florida 32308  
(850) 422-0080 FAX (850) 877-4720*

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Florida Institute of Certified Public Accountants

**Tony C. Starace, CPA**

**Timothy D. Scott, CPA**

---

---

September 10, 2008

The Board of Directors  
Florida Telecommunications Relay, Inc.  
1820 East Park Avenue, Suite 101  
Tallahassee, Florida 32301

Dear Board of Directors:

In accordance with Statement on Auditing Standards (SAS 61), we offer the following communication in connection with our audit of the financial statements of Florida Telecommunications Relay, Inc. (FTRI) as of and for the year ended June 30, 2008.

Significant accounting policies are identified in the Note to the Financial Statements.

The significant audit adjustments were as follows:

- A) We adjusted accounts receivable to reflect subsequent collections.
- B) We adjusted the books to record pre-paid expenses as of June 30, 2008.
- C) We adjusted the books to reflect the disposition of fixed assets.
- D) We adjusted the books to record depreciation on fixed assets.
- E) We adjusted the books to record additional accounts payable as of June 30, 2008.
- F) We adjusted the books to record accrued leave time payable

There were no disagreements with management related to the application of accounting principles, the scope of the audit, disclosures in the financial statements, or the wording of the auditor's report.

We encountered no difficulties in dealing with management related to the performance of the audit

FTRI should be aware of actual and perceived conflicts of interest with board and committee members and contract services or products that they may provide to FTRI.

We wish to thank Ms. Suzanne Dearie for the assistance she provided during the course of the audit.

This letter is intended solely for the information and use of the Audit Committee, the Board of Directors, and Management of the Florida Telecommunications Relay, Inc. and is not intended to be and should not be used by anyone other than these specified parties.

Sincerely,

*Tony C. Starace*

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Tony C. Starace  
Certified Public Accountant  
September 10, 2008

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**APPENDIX C**

**Florida Relay Service Information: Sprint**

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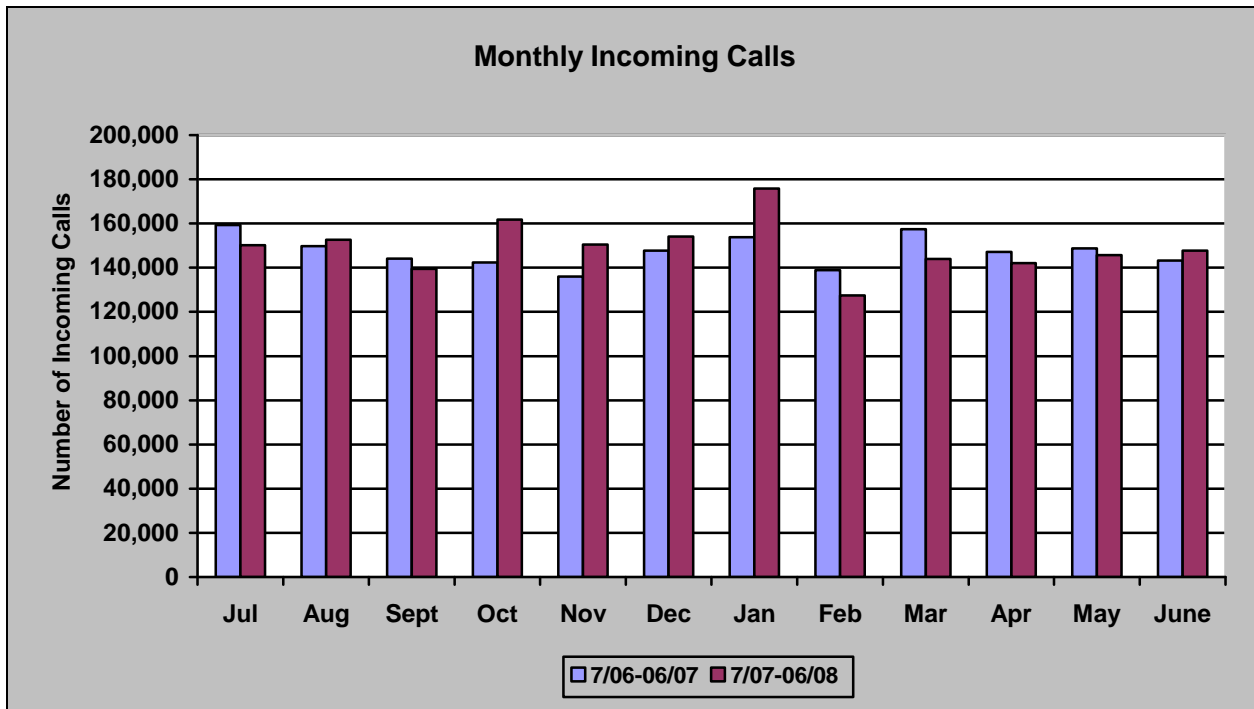
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Monthly Outgoing Local vs Long Distance Calls.....50

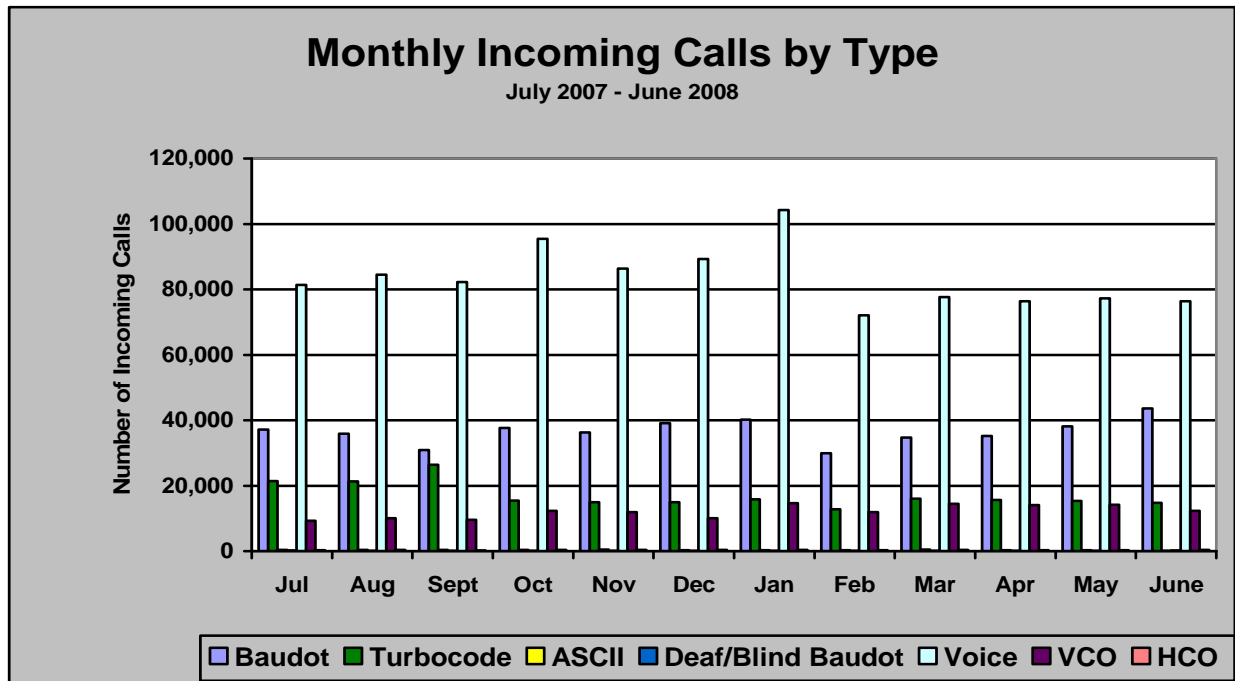
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CapTel Minutes and Charges.....52

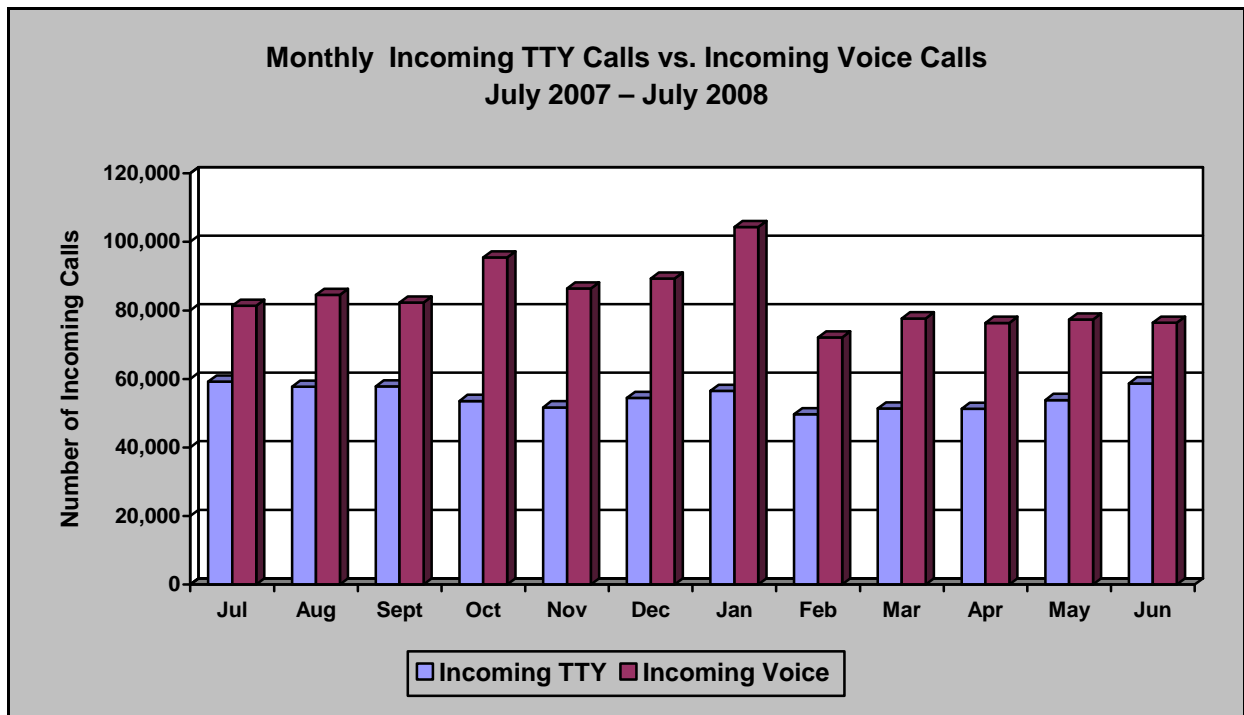
<b>Monthly Incoming Calls</b>			
<b>Total Incoming Calls July 2006 – June 2007</b>		<b>Total Incoming Calls July 2007 – June 2008</b>	
Jul	159,358	Jul	150,150
Aug	149,694	Aug	152,671
Sep	144,133	Sep	139,475
Oct	142,374	Oct	161,826
Nov	136,059	Nov	150,438
Dec	147,655	Dec	154,121
Jan	153,764	Jan	175,874
Feb	138,877	Feb	148,482
Mar	157,494	Mar	143,903
Apr	147,074	Apr	141,971
May	148,748	May	145,659
Jun	143,158	Jun	147,772
<b>Total</b>	<b>1,768,388</b>	<b>Total</b>	<b>1,812,342</b>



Monthly Incoming Calls by Type July 2007 – June 2008								
	Incoming Baudot	Incoming Turbocode	Incoming ASCII	Incoming Deaf/ Blind Baudot	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming
Jul	37,196	21,463	358	181	81,363	9,334	255	150,150
Aug	35,892	21,300	429	109	84,501	10,037	403	152,671
Sep	30,931	16,013	388	57	82,260	9,594	232	139,475
Oct	37,681	15,447	361	72	95,464	12,364	437	161,826
Nov	36,239	14,915	473	66	86,390	11,963	392	150,438
Dec	39,080	14,925	338	94	89,274	10,038	372	154,121
Jan	40,156	15,877	326	110	104,302	14,703	400	175,874
Feb	34,585	14,657	346	76	84,578	13,854	386	148,482
Mar	34,758	16,085	460	86	77,668	14,437	409	143,903
Apr	35,176	15,653	333	74	76,360	14,105	270	141,971
May	38,130	15,317	304	95	77,301	14,208	304	145,659
Jun	43,662	14,737	72	228	76,372	12,325	376	147,772
<b>Total</b>	<b>438,830</b>	<b>194,558</b>	<b>4,152</b>	<b>1,241</b>	<b>1,003,322</b>	<b>145,018</b>	<b>4,167</b>	<b>1,812,342</b>

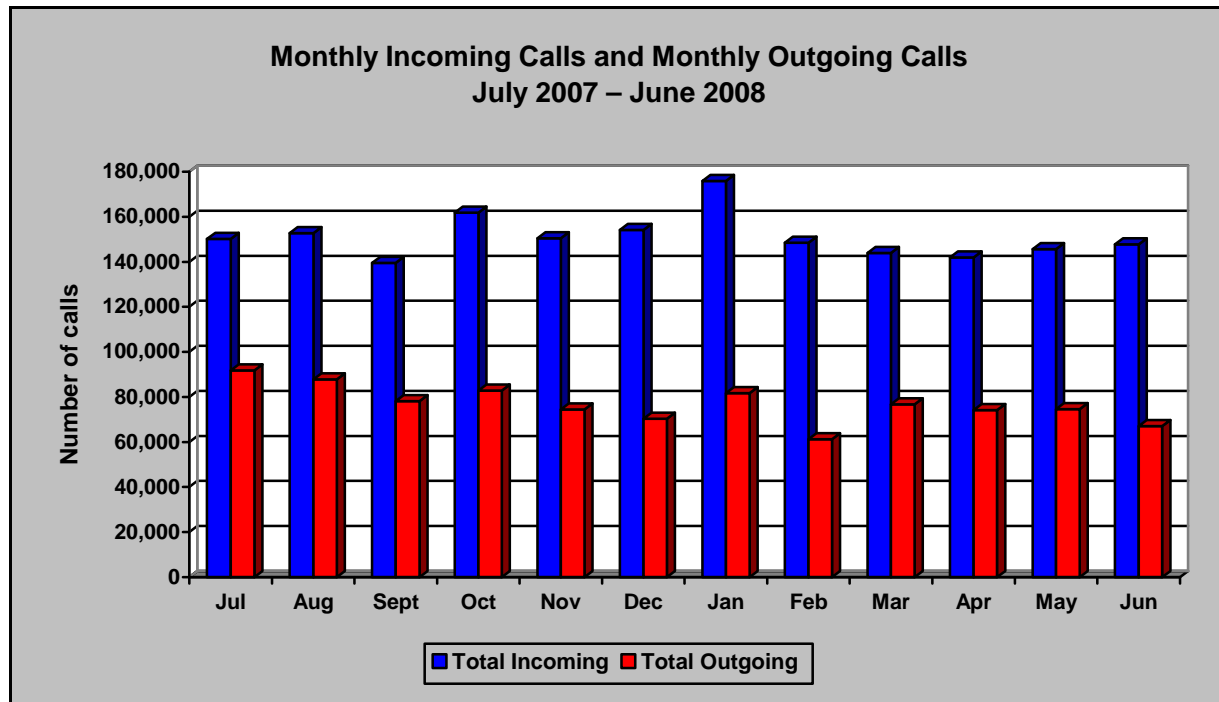


<b>Monthly Incoming TTY Calls vs. Incoming Voice Calls</b> July 2007 – June 2008		
	Incoming TTY (Baudot+Turbo Code+ASCII+Deaf/Blind Baudot)	Incoming Voice
Jul	59,198	81,363
Aug	57,730	84,501
Sep	57,794	82,260
Oct	53,561	95,464
Nov	51,693	86,390
Dec	54,437	89,274
Jan	56,469	104,302
Feb	49,664	84,578
Mar	51,389	77,668
Apr	51,236	76,360
May	53,846	77,301
Jun	58,699	76,372
<b>Total</b>	<b>655,716</b>	<b>1,015,833</b>

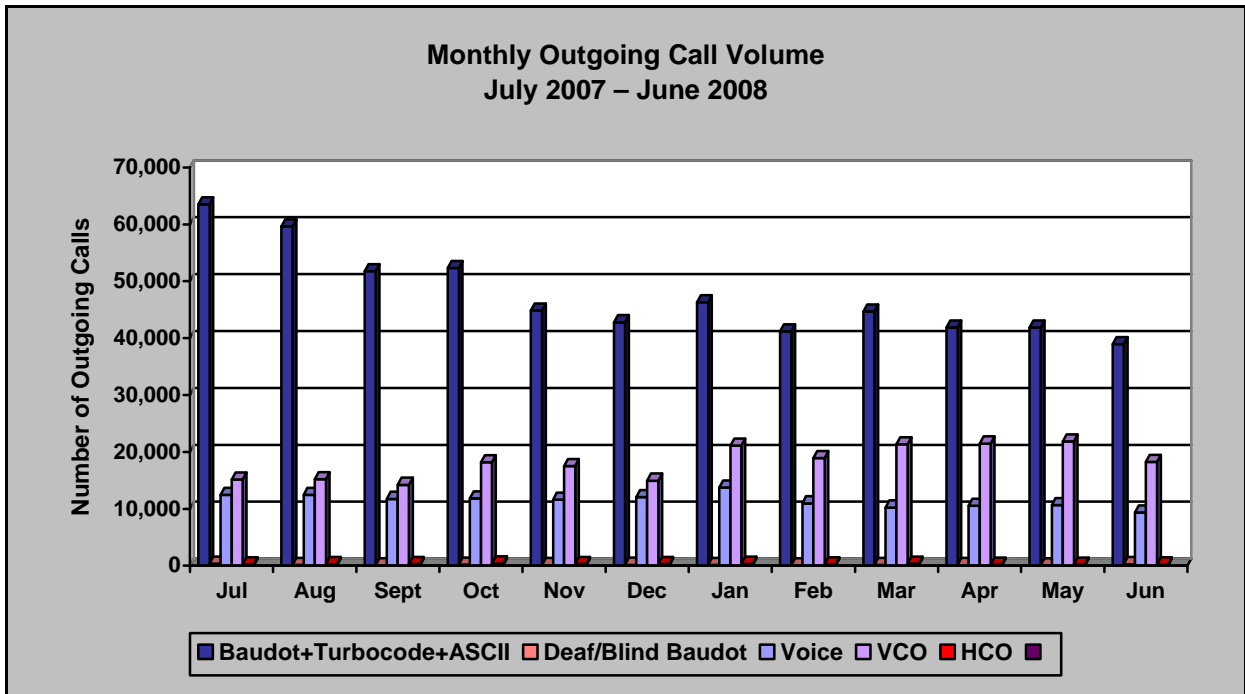




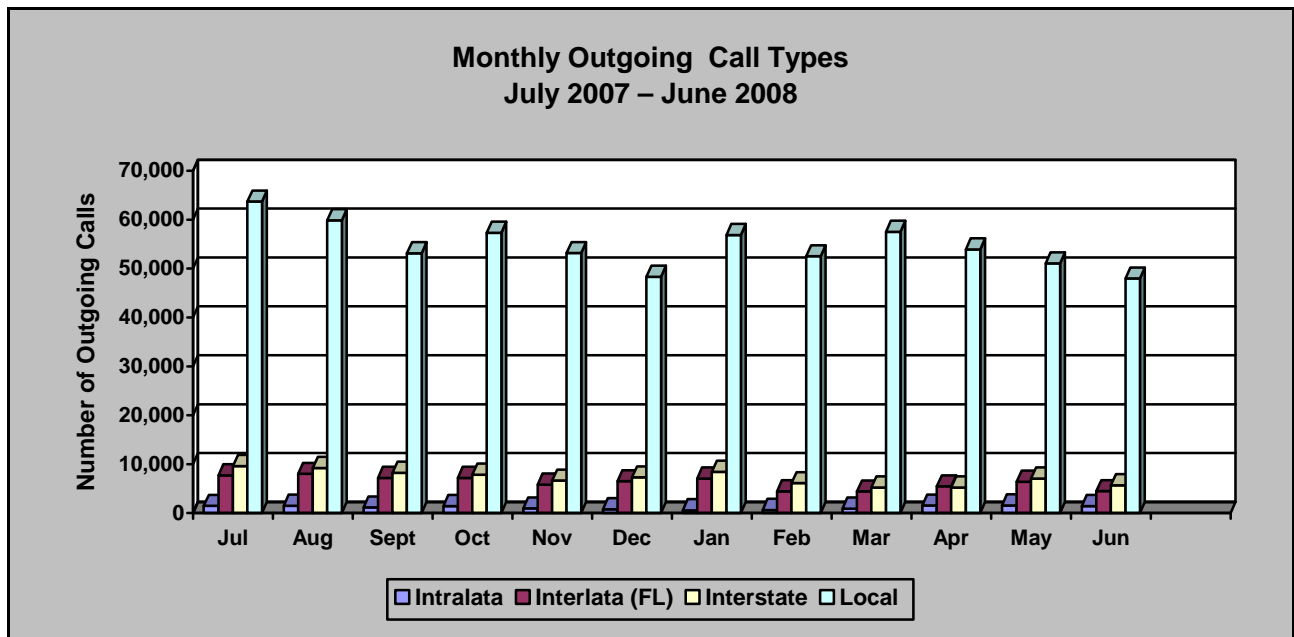
<b>Monthly Incoming and Monthly Outgoing Calls</b> July 2007 – June 2008				
	<b>Total Incoming</b>	Incomplete Outgoing	Complete Outgoing	<b>Total Outgoing</b>
Jul	150,150	26,249	65,463	91,712
Aug	152,671	24,779	62,967	87,746
Sep	139,475	22,228	55,892	78,120
Oct	161,826	23,739	59,146	82,885
Nov	150,438	20,110	54,326	74,436
Dec	154,121	19,797	50,501	70,298
Jan	175,874	23,042	58,630	81,672
Feb	148,482	19,525	51,835	71,360
Mar	143,903	21,358	55,349	76,707
Apr	141,971	19,651	54,545	74,196
May	145,659	18,524	56,090	74,614
Jun	147,772	16,872	50,144	67,016
<b>Total</b>	<b>1,812,342</b>	<b>255,874</b>	<b>674,888</b>	<b>930,762</b>



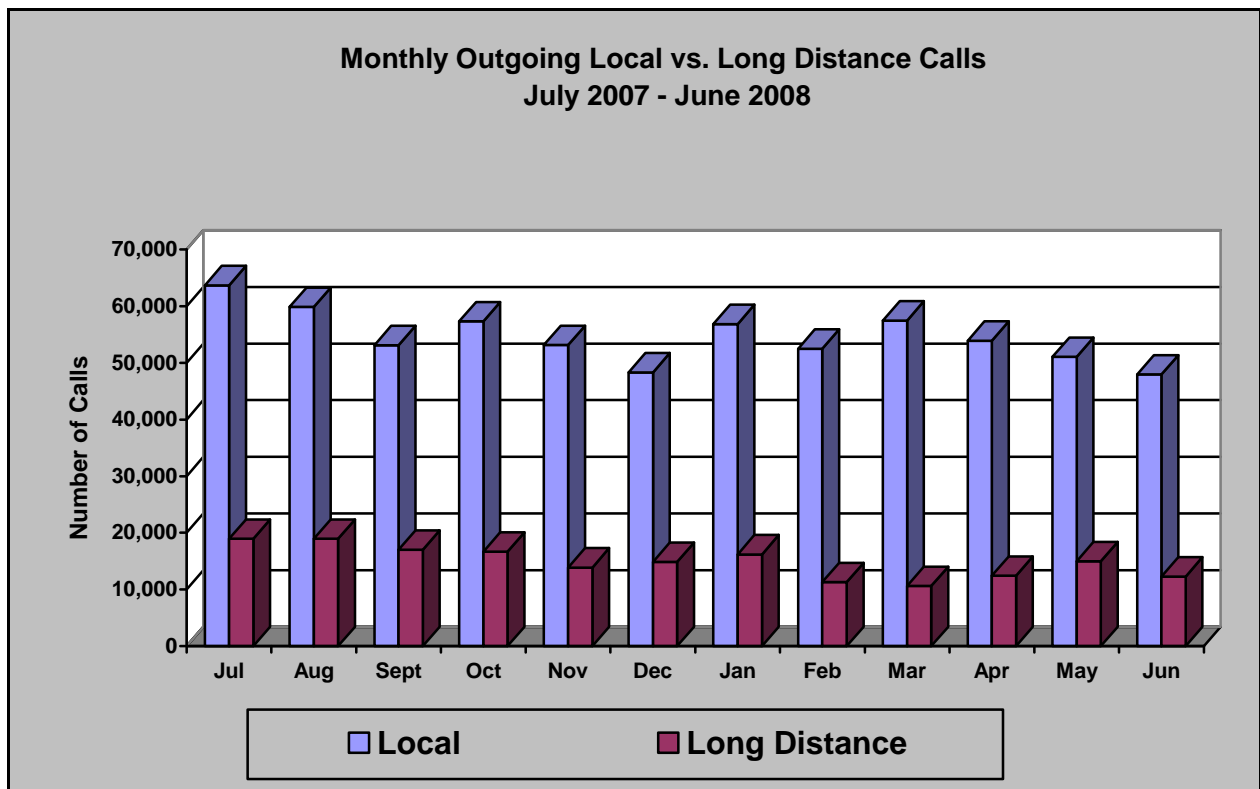
Monthly Outgoing Call Volume July 2007 – June 2008									
	Outgoing Baudot	Turbo Code	Outgoing ASCII	Baudot +Turbo Code +ASCII	Outgoing Deaf/ Blind Baudot	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jul	28,991	34,252	271	63,514	365	12,446	15,141	246	91,712
Aug	27,666	31,691	282	59,639	148	12,465	15,213	281	87,746
Sep	25,014	26,418	340	51,772	97	11,741	14,221	289	78,120
Oct	29,279	22,699	324	52,302	183	11,825	18,185	390	82,885
Nov	24,445	20,093	323	44,861	108	11,625	17,523	319	74,436
Dec	24,860	17,718	215	42,793	166	12,072	14,948	319	70,298
Jan	26,918	19,179	221	46,318	152	13,754	21,117	331	81,672
Feb	22,692	18,126	352	41,170	58	10,960	18,909	263	71,360
Mar	22,468	21,885	325	44,678	115	10,234	21,317	363	76,707
Apr	20,834	20,742	286	41,862	105	10,558	21,475	196	74,196
May	21,743	19,849	251	41,843	87	10,650	21,831	203	74,614
Jun	20,552	18,331	53	38,936	275	9,339	18,251	215	67,016
<b>Total</b>	<b>295,462</b>	<b>270,983</b>	<b>3,243</b>	<b>569,688</b>	<b>1,859</b>	<b>137,669</b>	<b>218,131</b>	<b>3,415</b>	<b>930,762</b>



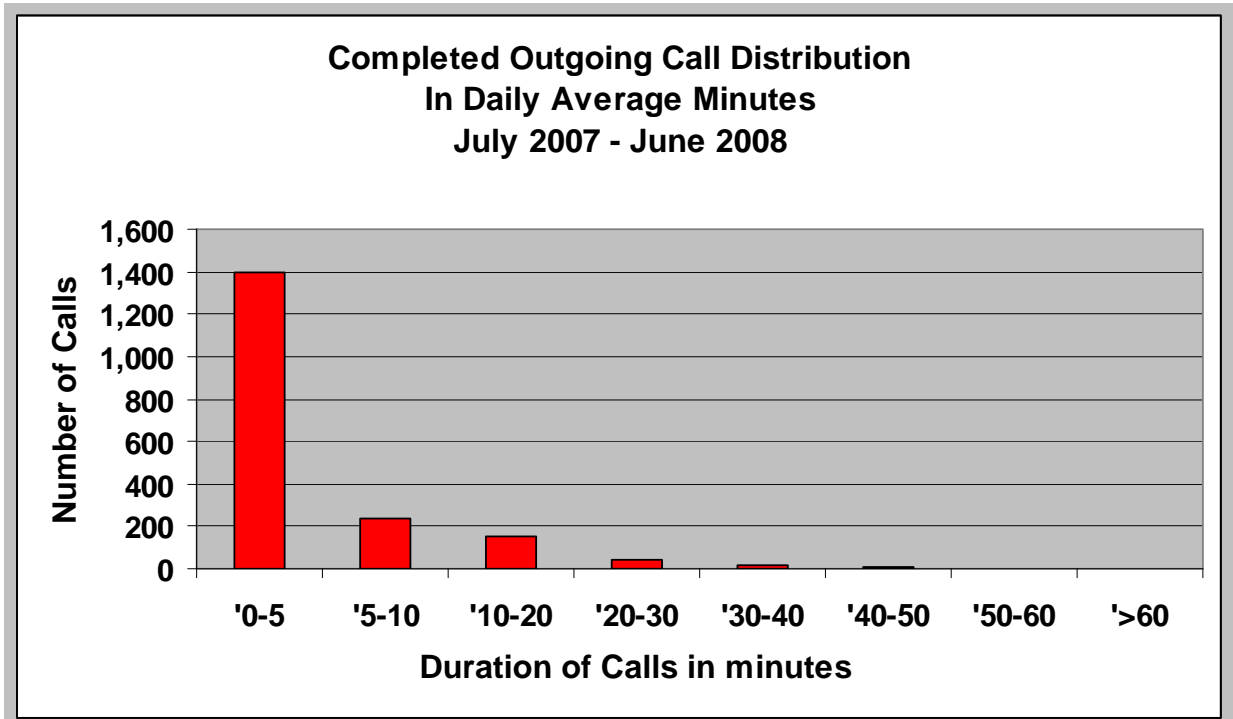
Monthly Outgoing Call Types July 2007 – June 2008							
	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC,Dir Assistance, Internat'l)	Total Outgoing
Jul	63,697	1,445	7,726	9,619	8,692	533	91,712
Aug	59,870	1,499	7,996	9,237	8,458	686	87,746
Sep	53,126	1,130	7,198	8,240	7,793	633	78,120
Oct	57,323	1,407	7,196	7,839	8,251	869	82,885
Nov	53,152	932	5,804	6,622	7,071	855	74,436
Dec	48,323	777	6,495	7,285	6,699	719	70,298
Jan	56,855	566	7,048	8,410	8,232	561	81,672
Feb	52,503	648	4,439	6,111	7,287	372	71,360
Mar	57,488	906	4,411	5,231	8,251	420	76,707
Apr	53,922	1,525	5,442	5,260	7,410	637	74,196
May	51,049	1,538	6,389	7,069	7,593	976	74,614
Jun	47,969	1,427	4,456	5,692	6,472	1,000	67,016
<b>Total</b>	<b>655,277</b>	<b>13,800</b>	<b>74,600</b>	<b>86,615</b>	<b>92,209</b>	<b>8,261</b>	<b>930,762</b>



<b>Monthly Outgoing Local vs. Long Distance Call</b>						
<b>July 2007 – June 2008</b>						
	Local	Total Long Distance	Intralata	Interlata/ Intrastate	Interstate	International
Jul	63,697	18,941	1,445	7,726	9,619	151
Aug	59,870	18,949	1,499	7,996	9,237	217
Sep	53,126	17,025	1,130	7,198	8,240	457
Oct	57,323	16,660	1,407	7,196	7,839	218
Nov	53,152	13,873	932	5,804	6,622	515
Dec	48,323	14,876	777	6,495	7,285	319
Jan	56,855	16,195	566	7,048	8,410	171
Feb	52,503	11,305	648	4,439	6,111	107
Mar	57,488	10,638	906	4,411	5,231	90
Apr	53,922	12,445	1,525	5,442	5,206	272
May	51,049	14,996	1,538	6,389	7,069	612
Jun	47,969	12,287	1,427	4,456	5,692	712
<b>Total</b>	<b>655,277</b>	<b>178,190</b>	<b>13,800</b>	<b>74,600</b>	<b>86,561</b>	<b>3,841</b>



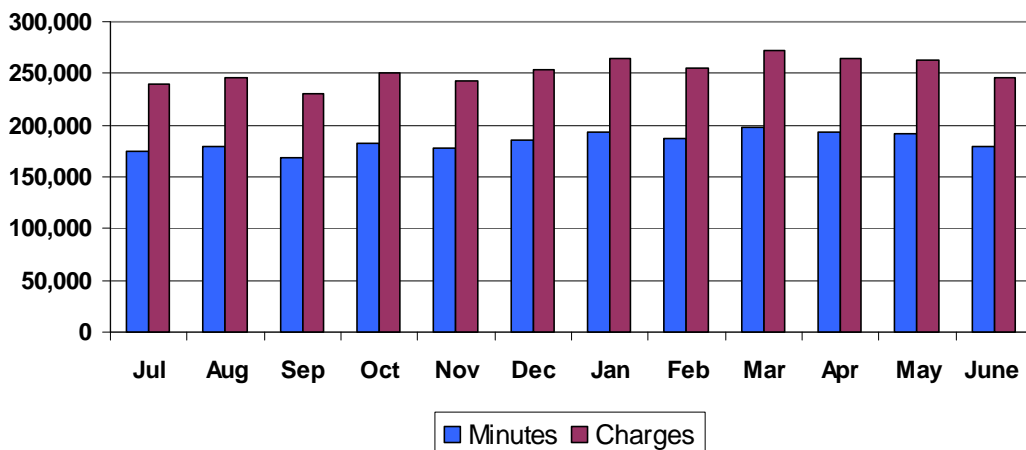
<b>Completed Outgoing Call Distribution - In Daily Average Minutes</b>								
July 2007 – June 2008								
<b>In Minutes</b>								
	<b>0-5</b>	<b>5-10</b>	<b>10-20</b>	<b>20-30</b>	<b>30-40</b>	<b>40-50</b>	<b>50-60</b>	<b>&gt;60</b>
Jul	1,601	258	177	47	16	7	3	4
Aug	1,537	254	165	47	16	6	3	4
Sep	1,411	233	151	45	14	5	3	3
Oct	1,422	250	163	48	14	6	3	3
Nov	1,355	233	152	42	14	7	3	4
Dec	1,233	208	129	36	12	5	2	3
Jan	1,411	247	169	37	14	6	3	4
Feb	1,434	241	160	40	15	6	3	4
Mar	1,341	229	155	36	13	5	4	3
Apr	1,367	238	156	37	12	4	2	2
May	1,333	223	149	36	12	4	2	3
Jun	1,268	209	141	33	12	5	2	3
<b>Average</b>	<b>1,393</b>	<b>235</b>	<b>156</b>	<b>40</b>	<b>14</b>	<b>6</b>	<b>3</b>	<b>3</b>



### CapTel Minutes and Charges July 07 – June 08

Month	Minutes of Use	Charges
Jul	174,815.99	\$239,497.91
Aug	179,324.82	\$245,675.00
Sep	168,600.78	\$230,983.07
Oct	182,463.83	\$249,975.45
Nov	177,594.56	\$243,304.55
Dec	185,134.56	\$253,634.35
Jan	192,707.62	\$264,009.44
Feb	186,779.31	\$255,887.65
Mar	198,389.48	\$271,793.58
Apr	193,480.88	\$265,068.81
May	192,088.04	\$263,160.61
Jun	179,741.75	\$246,246.20
<b>Total</b>	<b>2,211,121.62</b>	<b>\$3,029,236.62</b>

### CapTel Minutes and Charges July 2007 - June 2008





Federal Communications Commission  
Washington, D.C. 20554

July 16, 2008

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DIVISION OF  
COMPETITIVE SERVICES

Florida Public Service Commission  
Robert J. Casey  
Division of Competitive Markets and Enforcement  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Telecommunications Relay Services (TRS); Application No.: TRS-50-07; CG Docket No. 03-123

Dear Mr. Casey:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules, 47 C.F.R. § 64.606(b), the Application of the State of Florida for certification of its Telecommunications Relay Services (TRS) program, Application No. TRS-50-07, is hereby **GRANTED**. On the basis of its application, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) the TRS program of the State of Florida meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) the State of Florida program makes available adequate procedures and remedies for enforcing the requirements of the TRS program; and
- (3) the State of Florida TRS program in no way conflicts with federal law.

The Bureau also has determined that the State of Florida's intrastate funding mechanism is labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606 of the Commission's rules, 47 C.F.R. § 64.606(d).

Because the Commission may adopt further changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any new rules ultimately adopted by the Commission. The Commission will provide guidance to the states, U.S. territories, and the District of Columbia on demonstrating compliance with such rule changes.

This certification shall remain in effect for a five year period, beginning July 26, 2008, and ending on July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the State of Florida may apply for renewal of its TRS program by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

Sincerely,

Thomas Chandler  
Chief, Disability Rights Office  
Consumer & Governmental Affairs Bureau