

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



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

The Florida Public Service Commission

DECEMBER 2009

PREPARED BY

The Florida Public Service Commission

Division of Regulatory Analysis



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## TERMS AND ACRONYMS

**Administrator.** A nonprofit corporation<sup>1</sup> created by the local exchange telephone companies pursuant to Commission Order No. 24462, dated May 1, 1991. This nonprofit corporation was created in June 1991 and is known as the Florida Telecommunications Relay, Inc. (FTRI). The FTRI has three basic roles: (1) to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider,<sup>2</sup> (2) to distribute and maintain specialized telecommunications devices,<sup>3</sup> and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.<sup>4</sup> FTRI's office is located in Tallahassee.

**Advisory Committee.** A group of up to ten individuals recommended by various organizations representing both the telephone industry and individuals with hearing, speech, or dual sensory impairment.<sup>5</sup> The Advisory Committee's role is to provide input to both the Florida Public Service Commission (FPSC) and the Administrator on the development and operation of the Telecommunications Access System. The Advisory Committee has been actively involved in the implementation of Telecommunications Access System Act since May 1991 and meets with the Commission staff regularly.

**ARS (Audible Ring Signaler).** A signaler with a ring volume up to 95 decibels which rings when the telephone rings. When the ringer is turned off, a light will still flash when the phone rings.

**ASCII.** The American Standard Code for Information Interexchange employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher. Baud rate is a measure of how fast data is moving between instruments that use serial communication. The standard ASCII character set consists of 128 decimal numbers ranging from 0 through 127 assigned to letters, numbers, punctuation marks, and the most common special characters. Computers use ASCII code, while most telecommunication devices for the deaf use Baudot which has a fixed baud rate of 45.5.

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

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

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

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<sup>1</sup> 427.704(2), Florida Statutes

<sup>2</sup> 427.705(1)(d)&(g), Florida Statutes

<sup>3</sup> 417.705(1)(a), Florida Statutes

<sup>4</sup> 427.705(1)(a)-(b), Florida Statutes

<sup>5</sup> 427.706, Florida Statutes

**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.<sup>6</sup>

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

**HCO.** Hearing Carry Over is a form of relay service in which the person with the speech 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 is the national fund administrator for the interstate telecommunications relay service fund.

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

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

<sup>7</sup> 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 and is operated just like any other speech aid, allowing for a variety of neck placements and oral straw use.

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

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

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

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

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

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

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

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## EXECUTIVE SUMMARY

Chapter 427, Florida Statutes, established the Telecommunications Access System Act of 1991 (TASA). Section 427.704, 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.<sup>8</sup> Florida is the fourth largest state in the U.S. and has the second highest percentage of population who are deaf, hard of hearing, or deaf-blind.<sup>9</sup> To meet the needs of these Florida citizens, the state legislature established a telecommunications access system to provide equitable basic access to the telecommunications network for individuals who are 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 Florida Telecommunications Relay, Inc. (FTRI). Under oversight by the FPSC, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the hearing, speech, and dual sensory impaired and for outreach in the most cost-effective manner.

The tables below provide a statistical summary of the status of the Telecommunications Access System. More detailed information regarding the financial status of the program is in Appendix A of this report. Table 1 shows the Florida relay revenues and expenses for the 2008-2009 fiscal year.

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 Video Relay Service (VRS) and Internet Protocol Relay (IP Relay) terminating minutes by state since July 2005 in anticipation of the FCC requiring states to assume 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 Internet Protocol Captioned Telephone Service (IP CTS), causing Florida to absorb an estimated additional \$30-33 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>8</sup> 2009 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

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

**Table 1. FTRI Financial Report**

<b>Account</b>	<b>7/01/08 – 6/30/09</b>
Total Revenue	\$11.3 million
Relay Services Expense	\$ 5.6 million
Equipment and Repairs	\$ 1.9 million
Equipment Distribution	\$ 1.0 million
Outreach	\$ 0.9 million
Administrative Expense	\$ 1.2 million
Revenue less Expenses	\$ 0.7 million

Table 2 shows the amount of equipment distributed from July 1, 2001 through June 30, 2009. 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. FTRI 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
7/1/08 – 6/30/09	36,044	3,004

*\*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 for the 2008-2009 fiscal year. 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**

<b>Type of Recipient</b>	<b>7/01/08 – 6/30/09</b>
Deaf	115
Hard of Hearing	16,798
Speech Impaired	207
Dual Sensory Impaired	50
<b>Total</b>	<b>*17,170</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 collected from each local exchange telecommunications company subscriber's basic telecommunications access line since July 1, 1999.

**Table 4. TASA Surcharge History**

<b>Fiscal Year</b>	<b>Customer Surcharge</b>
07/01/99 - 06/30/00	\$0.09/access line/month
07/01/00 - 06/30/01	\$0.08/access line/month
07/01/01 - 06/30/02	\$0.12/access line/month
07/01/02 - 06/30/03	\$0.08/access line/month
07/01/03 - 02/28/04	\$0.12/access line/month
03/01/04 - 6/30/04	\$0.13/access line/month
07/01/04 - 6/30/07	\$0.15/access line/month
07/01/07 - Present	\$0.11/access line/month

Additional statistical information is contained in the appendices to this report. Appendix A (pages 17-18) provides the approved budget and actual expenses for FTRI for the fiscal year 2008-09 and the approved budget for fiscal year 2009-10. Appendix B (pages 19-42) 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 43-51) contains usage information on the various relay services compiled from Sprint's monthly reports.

## **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 6, 2009, Sprint notified the Commission of its desire to extend the contract for the option year beginning June 1, 2010. 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 third option year of the contract. These rate caps translated into 2010-2011 contract rates of \$0.85 per session minute for traditional TRS and \$1.47 per session minute for CapTel captioning service. Existing contract rates through May 2010 are \$0.80 per session minute for traditional TRS and \$1.40 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 \$1.09 per session minute, and the average cost for CapTel captioning service was \$1.50 per session minute. On June 30, 2009, the Commission approved a third year contract option with Sprint using the negotiated rates of \$0.85 per session minute for traditional TRS and \$1.47 per session minute for CapTel captioning service for the 2010-2011 contract option year.

By Order No. PSC-09-0362-PAA-TP, issued May 26, 2009, in Docket No. 040763-TP, the Commission approved a Fiscal Year 2009-2010 budget of \$11,206,146 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 2009-2010, effective July 1, 2009.

## II. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT

To be in compliance with Section 427.704(9), Florida Statutes (F.S.), 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 30 regional distribution centers conducted 1,229 outreach activities and signed up 43 new businesses as Relay Friendly Business Partners<sup>10</sup> during the last fiscal year.

Table 5 provides a listing of professionals involved with the certification of client applications for the 2008-2009 equipment distribution program, and Table 6 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. The drop in the number of units distributed between 2007-2008 and 2008-2009 is due to the increased usage of Internet and wireless services by the deaf community for relay purposes. In accordance with Section 407.702, F.S., FTRI, along with 30 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.

**Table 5. 2008-2009 Eligibility Certifiers**

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	6,174
Audiologist	5,670
Hearing Aid Specialist	3,963
Licensed Physician	1,147
State Certified Teacher	3
State Agency	8
Speech Pathologist	192
Federal Agency	13
<b>Total</b>	<b>17,170</b>

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<sup>10</sup> Forty-three 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 2,549 employees with those businesses.



**Table 6. Equipment Distributed by FTRI**

<b>Equipment Distributed by FTRI</b>	<b>Units Distributed 7/1/07 - 6/30/08</b>	<b>Units Distributed 7/1/08 - 6/30/09</b>
1. Volume Control Telephones for Hearing Impaired (VCP)	31,542	30,869
2. Audible Ring Signalers (ARS)	3,152	2,452
3. Visual Ring Signalers (VRS)	1,101	959
4. Telecommunications Devices for the Deaf (TDD)	376	247
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.	1,456	1,517
<b>Total</b>	<b>37,627</b>	<b>36,044</b>

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

June 1992 was the first month of operation for the relay service, and call volumes have fluctuated since that time. As can be seen in Table 7 below, traditional Relay minutes of use have been declining while CapTel minutes of use have been increasing. In July 2008, there were 312,795 billable minutes of use for traditional relay calls, but in June 2009, the number of billable minutes of use declined to 247,867. 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.

Traditional relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$0.80 per minute, CapTel service has a cost of \$1.40 per minute because of its specialized service.<sup>11</sup> CapTel minutes of use for July 2008 were 188,128, while for June

<sup>11</sup> When using CapTel service, the captioned telephone user dials the number he or she wishes to call. The user is automatically connected to a captioned telephone relay operator at the TRS facility. The specialized TRS facility equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The captioned telephone user does not need to dial an 800 or 711 exchange to reach the TRS facility and set up the call, nor is there any interaction with the relay operator (by either party to the call). The relay operator, instead of typing what the called party says,

2009, the minutes of use increased to 203,077. 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.

**Table 7. Traditional Relay and CapTel Service Minutes of Use**

<b>Traditional Relay and CapTel Minutes of Use July 2008 – June 2009</b>		
<b>Month</b>	<b>Traditional Relay Minutes</b>	<b>CapTel Minutes</b>
Jul	312,795	188,128
Aug	310,192	194,462
Sep	286,832	187,543
Oct	279,521	197,815
Nov	257,784	185,881
Dec	265,988	195,088
Jan	288,837	197,337
Feb	252,021	178,544
Mar	270,401	199,124
Apr	261,062	193,526
May	254,715	203,551
Jun	247,867	203,077

#### **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

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repeats what the called party says into a computer and voice recognition technology automatically transcribes it from the relay operator's voice into text, which is then transmitted directly to the user. The use of voice recognition technology allows the captions to appear on the captioned telephone nearly simultaneously with the called party's spoken words. Throughout the call, the relay operator is completely transparent and does not participate in the call by voicing any part of the conversation.

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 8. 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.	Louis J. Schwarz

TASA Advisory Committee Meeting - April 24, 2009

At the April 24, 2009, meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2009-2010 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 was filed on April 23, 2009, for the Commission's consideration at the May 5, 2009 Agenda Conference.<sup>12</sup> The committee was also notified that the FPSC anticipated a letter from Sprint Relay by June 1, 2009, to indicate its desire whether to extend the Florida Relay contract another year for the 2010-2011 option year.

Sprint reviewed the volume of TRS calls it handles and noted that over the last year the volume of traditional TRS calls had been decreasing due to the popularity of VRS and IP Relay. Sprint informed the TASA advisory committee that CapTel service

<sup>12</sup> By Order No. PSC-09-0362-PAA-TP, issued May 26, 2009, the Commission approved FTRI's 2009-2010 budget.

continued to grow at a steady pace with current monthly average minutes of use of 80,393, an increase of approximately 3,000 minutes of use 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 1,640 television spots to educate consumers about CapTel service. The television spots were run in the markets of Ft. Meyers, Naples, Panama City, Gainesville, Jacksonville, Brunswick, Orlando, Daytona Beach, Melbourne, Tallahassee, Thomasville, Tampa-St. Petersburg, Sarasota, West Palm Beach, and Ft. Pierce. A TASA member questioned why no CapTel PSAs were scheduled for Broward and Dade Counties. Sprint replied that it could look at those locations for future PSA buys.

FTRI made a presentation on its FY 2009-2010 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 3.35 percent decrease for this next fiscal year.<sup>13</sup> As of February 2009, FTRI had over 413,000 individuals in its client database. FTRI reviewed its outreach plans to create awareness and telephone independence for Florida's deaf, hard of hearing, deaf-blind, or speech disabled. FTRI reiterated its commitment to continue to expand outreach efforts to include broadcast television advertising as well as print media with local newspapers.

#### TASA Advisory Committee Meeting – November 12, 2009

At the November 12, 2009 meeting, Sprint Relay updates were discussed including current call volumes and CapTel service quality. 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 stated that traditional relay minutes continue to decline. From July 2007 through June 2008, Florida relay averaged 80,321 traditional relay calls per month. From July 2008 through June 2009, Florida averaged 64,788 traditional relay calls. CapTel call volume showed a steady increase. From July 2007 through June 2008, Florida averaged 80,393 CapTel calls per month. From July 2008 through June 2009, Florida averaged 85,036 CapTel calls.

Sprint stated that for the first three quarters of 2009, its average CapTel transcription rate was between 151 and 170 words per minute with an accuracy of 93 percent to 96 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

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<sup>13</sup> In accordance with Section 427.704(4)(a)(1), Florida Statutes, the TRS surcharges are only collected from local exchange telecommunications company subscribers on an individual access line basis, except that the surcharge is capped at 25 basic telecommunications access lines per account bill rendered. Although the federal interstate TRS surcharge is levied on landline, wireless, and Internet telecommunications services, the Florida TRS surcharge is not levied on wireless or Internet telecommunications services at this time.

voice recognition software, and the deaf or hard-of-hearing person can read the captions on his CapTel telephone.

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 \$30 to 33 million per year to the Florida relay program if the FCC decides to impose the intrastate costs of Internet TRS upon the states.

The advisory committee was informed that the PSC is conducting a review of the entire CapTel telephone program. The review covers everything from the initial cost of the CapTel telephone, the cost of the relay service minutes used for CapTel service, and roaming charges when CapTel telephones are taken out of state by users. Presently, if a Florida CapTel user takes the CapTel phone with them on a trip to another state and makes an intrastate call in that state, relay minutes used on that call are charged to Florida's program.

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 21,446 customer service calls, and mailed 2,453 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. STATE ACTIVITIES**

The Florida TASA surcharge is presently collected from each local exchange telecommunications company subscriber's basic telecommunications access line. Section 427.704(4)(a), Florida Statutes (F.S.), provides that:

The commission shall establish a mechanism to recover the costs of implementing and maintaining the services required pursuant to this part which shall be applied to each basic telecommunications access line. In establishing the recovery mechanism, the commission shall:

1. Require all local exchange telecommunications companies to impose a monthly surcharge on all local exchange telecommunications company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered.
2. Require all local exchange telecommunications companies to include the surcharge as a part of the local service charge that appears on the

customer's bill, except that the local exchange telecommunications company shall specify the surcharge on the initial bill to the subscriber and itemize it at least once annually.

3. Allow the local exchange telecommunications company to deduct and retain one percent of the total surcharge amount collected each month to recover the billing, collecting, remitting, and administrative costs attributed to the surcharge.

Revisions to Chapter 364.02, F.S. during the 2009 legislative session redefined basic and non-basic service. Section 364.02 (1), F.S., now defines "Basic local telecommunications service" as voice-grade, single-line, flat-rate residential, and flat-rate single line business local exchange service that provides services which provide dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multifrequency dialing, and access to the following: emergency services such as 911, all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing.

Section 364.02 (10), F.S., defines "Non-basic service" as any telecommunications service provided by a local exchange telecommunications company other than a basic local telecommunications service, a local interconnection arrangement described in Section 364.16, or a network access service described in Section 364.163. Any combination of basic service along with a non-basic service or an unregulated service is non-basic service.

With the additional language added to the definition of non-basic service, any basic local service line which has at least one vertical feature would now be considered a non-basic line. Since the Florida relay surcharge is only collected from basic telecommunications access lines, a potential funding problem may arise for Florida Relay services. Differing interpretations of basic and non-basic lines could cause the loss of millions of access lines which the TRS surcharge is presently applied to. If Florida relay services face the loss of millions of access lines to which the TRS surcharge applies to, the present TRS surcharge of \$0.11 per month would skyrocket. The statutory rate cap of \$0.25 per line would have to be raised to cover the cost of Florida TRS services or a broader-based funding mechanism would have to be put in place. The twenty-five access line cap per account for the surcharge may also need to be eliminated.

The FCC has traditionally funded the federal TRS fund through landline and wireless providers. In 2007, the FCC added VoIP providers for TRS funding to create a broader-based and more stable TRS funding mechanism. The concern was that as increasing numbers of consumers replace their traditional analog phone service with interconnected VoIP service, fewer overall interstate telecommunications revenues would be available to support TRS.

## VI. FEDERAL ACTIVITIES

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

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>14</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>15</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.

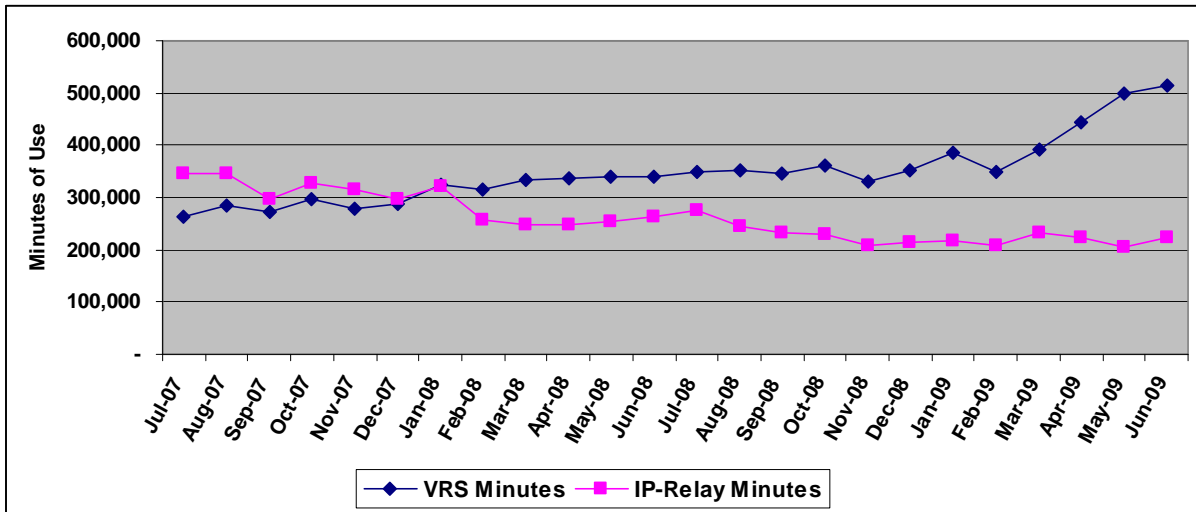
Presently, interstate and intrastate VRS, IP Relay, and IP CTS services are federally funded through monies collected by the Interstate TRS Fund Administrator, NECA, based on interstate end-user revenues of carriers. The proposed FCC Rule, if adopted, would require the states to fund the intrastate portion of VRS and IP Relay, causing Florida to absorb an estimated additional \$30 million to \$33 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 \$1.68 per minute. VRS minutes are presently being reimbursed using a three-tiered rate: 0-50,000 minutes per month at \$6.70 per minute; 50,001-500,000 minutes per month at \$6.44 per minute; and over 500,000 minutes per month at \$6.24 per minute. IP Relay minutes are presently being reimbursed at \$1.28 per minute. As shown in Table 9, 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>14</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>15</sup> Section 427.704(1), F.S., Powers and Duties of the Commission.

**Table 9. VRS and IP Relay Minutes of Use**



FCC TRS Orders Released in 2009

- By Order DA 09-12, released February 10, 2009, the FCC clarified that TRS providers submitting minutes for payment from the Interstate TRS Fund must measure the conversation time of each call to the nearest second, and when the time for such calls is expressed in decimal form, the relay provider must round the time to the nearest tenth of a minute. This Order addressed the FCC’s concern that certain TRS providers were improperly “rounding” up conversation minutes that were submitted to the Interstate TRS Fund each month for payment.
- By Order DA 09-1323, released June 15, 2009, the FCC extended the June 30, 2009, registration deadline for users of VRS and IP Relay ten-digit numbers until November 12, 2009. The FCC determined that registration of ten-digit VRS and IP Relay numbers was necessary to facilitate the effective provision of 911 service. The FCC concluded that extending the deadline would ensure a more orderly transition to ten-digit numbering for users of Internet-based TRS.
- By Order DA 09-1436, released June 26, 2009, the FCC sought comments to refresh the record on a Petition for Rulemaking to make Captioned Telephone Relay Service a mandatory form of telecommunications relay service. The FCC recognized captioned telephone service as a form of TRS eligible for compensation from the Interstate TRS Fund in 2003 but did not make it a mandatory service.

Section 427.702(3)(g), F.S., requires that the telecommunications access system use state-of-the-art technology for specialized telecommunications devices and the telecommunications relay service. The statute further encourages the incorporation of new developments in technology, to the extent that it has



demonstrated benefits consistent with the intent of the act and is in the best interest of the citizens of this state. In keeping with the intent of this statute, Florida participated in a captioned telephone service trial with Sprint using the CapTel captioning telephone. It was determined during the trials that sixty-four percent of the usage was from new users that had not previously used voice carry-over or relay services. Because of the elderly population in Florida, the captioning telephone service benefits a large population that has not been previously assisted with their hearing impairments. The PSC approved an amendment to the Sprint contract effective March 1, 2004, to make CapTel captioning telephone service available to the nearly three million citizens who are deaf or hard of hearing in Florida.<sup>16</sup>

- The FCC, by Order DA 09-1461, released June 26, 2009, waived for one year a requirement which requires traditional TRS providers to “automatically and immediately” call an appropriate Public Safety Answering Point when receiving an emergency, 711-dialed call placed over an interconnected Voice over Internet Protocol service. The record reflects that traditional TRS providers continue to encounter significant challenges in reliably identifying the physical location of (and therefore an appropriate PSAP for) an interconnected VoIP caller who dials 711, rather than 911, to reach emergency personnel.

The FCC also clarified that the requirement that an Internet-based TRS user’s “toll free number be directed to the ten-digit, geographically appropriate number” means that a user’s toll free number must be directed to the user’s ten-digit geographic number in the Service Management System (SMS)/800<sup>17</sup> database and not in the Internet-based TRS numbering directory.

- By Order DA 09-2084, released September 18, 2009, the FCC confirmed that it currently does not allow compensation for services that enable individuals who are deaf, hard of hearing, or speech disabled to communicate with each other via VRS. Section 225 of the Communications Act defines “telecommunications relay services” as telephone transmission services that provide the ability for an individual who has a hearing impairment or speech impairment to engage in communication by wire or radio with a hearing individual.

The release of Order FCC 08-151<sup>18</sup> which 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 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

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<sup>16</sup> Order PSC-04-0117-PAA-TP, issued January 30, 2004, in Docket No. 991222-TP.

<sup>17</sup> The SMS/800 is a centralized system that supports the centralized toll-free service administration.

<sup>18</sup> In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123, WC Docket No. 05-196, released June 24, 2008.

were known. States would be assuming the intrastate costs of VRS, IP Relay, and IP CTS. By assigning telephone numbers to these Internet services, the beginning and ending points of the calls will now be known.

## VII. CONCLUSION

FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 30 regional distribution centers conducted 1,229 outreach activities and signed up 43 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 also 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 \$30 million to \$33 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 registration of telephone numbers to VRS and IP Relay customers by November 12, 2009, 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.

The new definitions of basic and non-basic service in Chapter 364.02, Florida Statutes, could cause the loss of millions of access lines which the TRS surcharge is presently applied to and cause the present TRS surcharge of \$0.11 per month to increase significantly. Without clarification of what lines TRS surcharges should apply to, the statutory rate cap of \$0.25 per line may have to be raised to cover the cost of TRS services or a broader-based funding mechanism would have to be put in place.

### FTRI Budget for 2008-2009 and 2009-2010 Fiscal Years

	Commission Approved Budget 2008-2009 \$	Actual Revenue And Expenses 2008-2009 \$	Commission Approved Budget 2009-2010 \$
<b>Operating Revenue</b>			
<i>Surcharges</i>	11,574,081	11,105,726	10,990,455
<i>Interest Income</i>	653,587	149,508	215,691
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	12,227,668	11,255,234	11,206,146
<i>Surplus Account</i>	17,258,366	18,539,976	20,068,401
<b>GRAND TOTAL FUNDS</b>	<b>29,486,034</b>	<b>29,795,210</b>	<b>31,274,547</b>
<b>CATEGORY I. Operating Expenses/ Relay Services</b>			
<i>Sprint Relay</i>	<b>6,521,004</b>	<b>5,646,632</b>	<b>5,520,973</b>
<b>CATEGORY II. Equipment &amp; Repairs</b>			
<i>TDD Equipment</i>	25,305	14,640	28,600
<i>Large Print TDDs</i>	2,520	7,407	2,520
<i>VCO/HCO – TDD</i>	22,320	249,007	16,650
<i>VCO Telephone</i>	25,093	12,974	14,514
<i>Dual Sensory Equipment</i>	0	0	87,000
<i>CapTel Phone Equipment</i>	107,190	107,062	206,712
<i>VCP Hearing Impaired</i>	2,102,969	1,304,890	1,928,192
<i>VCP Speech Impaired</i>	36,027	21,346	23,515
<i>TeliTalk Speech Aid</i>	54,000	54,000	54,000
<i>Jupiter Speaker Phone</i>	14,490	0	11,928
<i>In-Line Amplifier</i>	3,305	2,874	3,520
<i>ARS Signaling Equipment</i>	96,736	50,850	78,774
<i>VRS Signaling Equipment</i>	60,223	34,255	53,382
<i>TRS Signaling Equipment</i>	0	0	0
<i>Telecom Equipment Repair</i>	80,128	49,710	72,115
<i>Remaining Basis on Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY II</b>	<b>2,630,306</b>	<b>1,909,015</b>	<b>2,581,422</b>
<b>CATEGORY III. Equipment Distribution &amp; Training</b>			
<i>Freight-Telecom Equipment</i>	38,711	32,868	39,088
<i>Regional Distribution Centers</i>	1,240,588	925,595	1,082,500
<i>Workshop Expense</i>	10,000	6,083	10,000
<i>Training Expense</i>	0	0	0
<b>TOTAL CATEGORY III</b>	<b>1,289,299</b>	<b>964,546</b>	<b>1,131,588</b>

	<b>Commission Approved Budget 2008-2009 \$</b>	<b>Actual Revenue And Expenses 2008-2009 \$</b>	<b>Commission Approved Budget 2008-2009 \$</b>
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	956,542	856,991	911,344
<b>TOTAL CATEGORY IV</b>	<b>956,542</b>	<b>856,991</b>	<b>911,344</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	5,728	3,267	5,232
<i>Accounting/Auditing</i>	24,076	23,069	26,450
<i>Legal</i>	72,000	72,000	72,000
<i>Computer Consultation</i>	42,580	43,538	45,779
<i>Bank Charges</i>	2,089	2,336	2,407
<i>Dues &amp; Subscriptions</i>	3,504	1,929	2,991
<i>Furn. &amp; Equip. Purchase</i>	15,128	9,370	7,521
<i>Less: Capitalized Portion</i>	0	(3,620)	0
<i>Depreciation</i>	0	13,946	0
<i>Office Equipment Lease</i>	3,470	3,420	3,470
<i>Insurance- Health/ Life/Disability/Other</i>	221,870	231,326	309,002
<i>Office Expense</i>	23,623	16,928	15,629
<i>Postage</i>	19,816	10,213	17,989
<i>Printing</i>	5,248	2,204	4,200
<i>Rent</i>	93,698	91,262	96,578
<i>Utilities</i>	13,052	7,794	13,201
<i>Retirement</i>	69,061	59,564	63,250
<i>Employee Compensation</i>	590,269	491,539	540,600
<i>Temporary Employment</i>	53,956	20,542	20,480
<i>Taxes – Payroll</i>	49,315	41,770	45,515
<i>Telephone</i>	32,168	20,530	20,107
<i>Travel &amp; Business</i>	32,448	16,937	21,601
<i>Equipment Maintenance</i>	3,835	2,773	2,396
<i>Employee Training/Dev</i>	14,660	13,199	11,132
<i>Meeting Expense</i>	4,795	2,049	3,394
<i>Remaining Basis of Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY V</b>	<b>1,396,389</b>	<b>1,197,885</b>	<b>1,350,924</b>
<b>GRAND TOTAL EXPENSES</b>	<b>12,793,540</b>	<b>10,575,069</b>	<b>11,496,251</b>

# Florida Telecommunications Relay, Inc.



## Annual Report 2008 - 2009

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 2008 / 2009. Here are a few highlights:

- 17,170 new clients were served throughout the state.
- 38,130 different services were provided to individuals.
- 36,044 pieces of specialized telecommunications equipment were distributed.
- 1,229 outreach activities were performed by FTRI and the regional distribution centers (RDC) throughout Florida.
- 43 new businesses have partnered with FTRI to educate their 2,549 employees about the Florida Relay and Equipment Distribution Program.
- Processed 21,446 customer service calls.
- Mailed 2,453 applications to individuals requesting them.
- Processed more than 64,427 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 2008 / 2009 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.

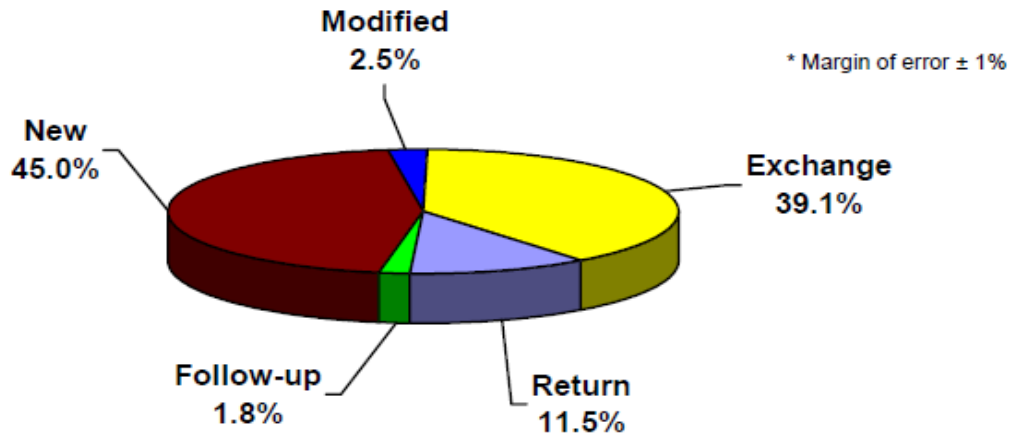
FTRI contracted with twenty-one non-profit agencies to provide services as Regional Distribution Centers (RDCs). In these areas, persons who are deaf, hard of hearing, or speech impaired have applications certified and processed (**New** service), and receive equipment and training, and are supplied 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 2008 / 2009 was 38,130\*. The average number of EDP services provided monthly was 3,178.

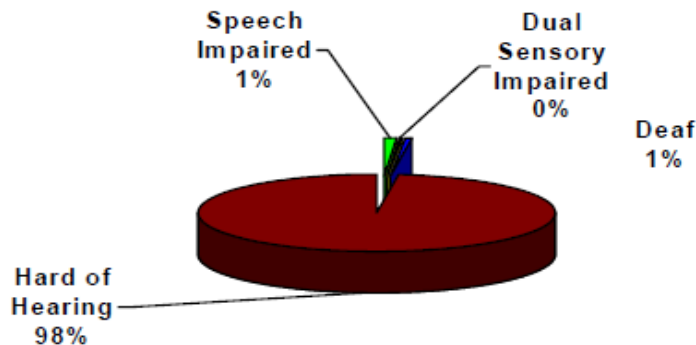


## New Client Eligibility

FTRI served 17,170 new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	115
Hard of Hearing	16,798
Speech Impaired	207
Dual Sensory Impaired	50
<b>Total</b>	<b>*17,170</b>

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



## New Client Certification

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

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	6,174
Audiologist	5,670
Hearing Aid Specialist	3,963
Licensed Physician	1,147
State Certified Teacher	3
State Agency	8
Speech Pathologist	192
Federal Agency	13
<b>Total</b>	<b>17,170</b>

## New Client Age Groups

The 2008 / 2009 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	23
10 – 19	53
20 – 29	47
30 – 39	97
40 – 49	277
50 – 59	703
60 – 69	2,279
70 – 79	4,590
80 – 89	7,046
90 – 99	1,975
100 – 109	80
DOB not provided	0
<b>Total</b>	<b>17,170</b>

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

## New Client County of Residence

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

<b>County</b>	<b>Recipients</b>	<b>County</b>	<b>Recipients</b>
Alachua	215	Lake	409
Baker	8	Lee	831
<b>Bay</b>	<b>105</b>	Leon	373
Bradford	22	Levy	54
<b>Brevard</b>	<b>442</b>	Liberty	9
<b>Broward</b>	<b>1,900</b>	Madison	15
Calhoun	8	<b>Manatee</b>	<b>367</b>
<b>Charlotte</b>	<b>333</b>	<b>Marion</b>	<b>647</b>
<b>Citrus</b>	<b>437</b>	Martin	155
<b>Clay</b>	<b>93</b>	<b>Monroe</b>	<b>5</b>
<b>Collier</b>	<b>275</b>	Nassau	66
Columbia	50	<b>Okaloosa</b>	<b>89</b>
<b>Dade</b>	<b>375</b>	Okeechobee	30
DeSoto	43	<b>Orange</b>	<b>853</b>
Dixie	21	Osceola	127
<b>Duval</b>	<b>596</b>	<b>Palm Beach</b>	<b>1,663</b>
<b>Escambia</b>	<b>243</b>	Pasco	730
<b>Flagler</b>	<b>120</b>	<b>Pinellas</b>	<b>925</b>
Franklin	41	<b>Polk</b>	<b>487</b>
Gadsden	52	Putnam	89
Gilchrist	18	<b>Santa Rosa</b>	<b>94</b>
Glades	19	<b>Sarasota</b>	<b>679</b>
Gulf	7	<b>Seminole</b>	<b>271</b>
Hamilton	27	St. Johns	97
Hardee	14	<b>St. Lucie</b>	<b>219</b>
<b>Hendry</b>	<b>26</b>	<b>Sumter</b>	<b>172</b>
<b>Hernando</b>	<b>379</b>	<b>Suwannee</b>	<b>42</b>
<b>Highlands</b>	<b>219</b>	Taylor	44
<b>Hillsborough</b>	<b>565</b>	Union	7
Holmes	31	<b>Volusia</b>	<b>634</b>
<b>Indian River</b>	<b>160</b>	Wakulla	38
Jackson	45	Walton	21
Jefferson	18	Washington	17
Lafayette	4		
		<b>Total</b>	<b>17,170</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 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

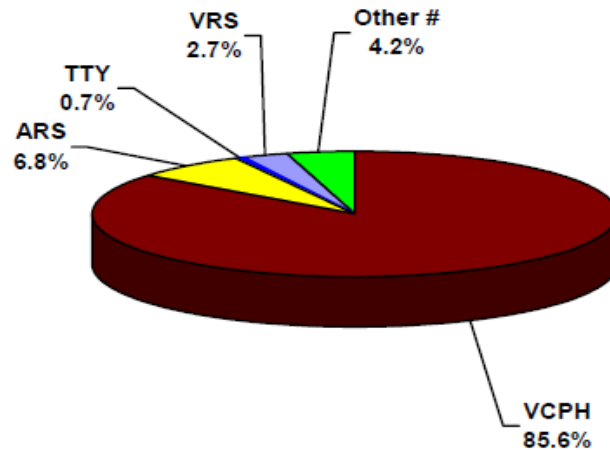
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2008 / 2009 numbered 36,044\* units. The monthly equipment distribution average was 3,004.

\* Margin of error ± 1%



# More than three percent of all distributed equipment in fiscal year 2008 / 2009 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 thirty-four percent of new clients served were mailed quality assurance surveys. Of the approximately 5,910 questionnaires sent during this fiscal year, FTRI received 1,515 responses for a twenty-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, deafblind, 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 (TV)  
or 1-800-447-5620 (TTY)  
Monday-Friday 8:30 a.m.-5:00 p.m.

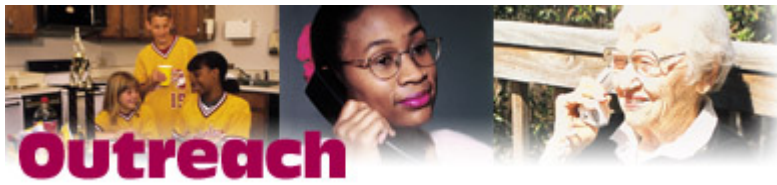
*Detach along perforation and mail.*



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 1,229 outreach activities throughout the state</b>
<b>FTRI published and mailed 42,084 "We Have Moved" postcards in the Fort Lauderdale and Pensacola areas</b>
<b>Developed new marketing materials including the "5 Minute Hearing Test", posters with RDC customized tear-off pads, and updated quality assurance cards</b>
<b>Administered a statewide print media campaign using customized RDC ads covering 15 major markets</b>
<b>Updated the FTRI Specialized Equipment Receipt to include information from the Request to Modify Form - combining these forms reduced paperwork and printing cost</b>
<b>43 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website</b>
<b>Information about both Florida Relay and FTRI EDP have been made available to over 2,549 employees through the BPP</b>
<b>Distributed 97 Relay Educational Kits to schools throughout Florida</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>Developed and produced three new Public Service Announcements (PSAs) in English and Spanish to promote FTRI EDP and Florida Relay</b>
<b>Purchased local broadcast media time statewide for both Florida Relay and FTRI EDP PSAs in all 10 major markets and received, at no extra cost to FTRI, thousands of dollars of value-added coverage including live interviews, web presence, and extra rotator runs</b>
<b>Partnered with the Public Service Commission to promote telephone access statewide by issuing a joint press release promoting ADA month</b>
<b>Developed and released a series of 7 pre-approved print advertisements for healthcare professionals (Hearing Aid Specialists and Audiologists) to use in their local newspapers</b>
<b>Launched a pilot program using a digital picture frame that advertises the FTRI program in the service provider's waiting room</b>
<b>Hosted a series of events to promote Deaf Awareness in the Tallahassee area</b>
<b>Reprinted FTRI application in Braille</b>
<b>Launched an online marketing campaign using Google AdWords and Facebook</b>
<b>Developed and implemented web-based training programs for RDC staff on important topics relative to the FTRI program</b>
<b>Provided approximately 768 (EDP) and 1,230 (Outreach) hours of comprehensive training to RDCs during this fiscal year</b>



**FTRI – Equipment Distribution Program**

FTRI continued to air 30 second PSAs (Public Service Announcements) targeted to reach individuals with hearing loss to create awareness about the specialized telephones that are available to Florida residents at **no charge**. These PSAs were aired statewide.

Below are excerpts taken from the FTRI EDP PSAs that continued to air throughout Florida local broadcast television.



A new FTRI quality assurance card (pictured below) for off-site distribution was published and mailed to clients that received FTRI services at off-site locations throughout the state.

Front

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

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

**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 questions below about your experience with the RDC in your area and mail the prepaid postcard to FTRI. If you have any questions or concerns, please call:

**FTRI Customer Service**  
1-800-222-3448 (V)  
or 1-888-447-5620 (TTY)  
Monday - Friday 9:30 a.m. - 5:00 p.m.  
We will be happy to assist you. Thank you.

**FTRI Equipment Distribution Program**

1. Was the trainer professional and courteous to you?  Yes  No
2. Were you given the opportunity to try different telephones?  Yes  No
3. If you participated in group training, how many other people were in your group?  
 1  2  3  4  5  6  more than 6  did not participate in group training
4. Approximately how long did your training last?  
 30 minutes  1 hour  1.5 hours  more than 1.5 hours  no training provided
5. Was the amount of time you had for training on the telephone enough?  Yes  No
6. Are you happy with your new telephone?  Yes  No

If No, please explain: \_\_\_\_\_

Additional comments: \_\_\_\_\_

Back

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 100 TALLAHASSEE, FL  
POSTAGE WILL BE PAID BY ADDRESSEE

**FLORIDA TELECOMMUNICATIONS RELAY INC**  
1820 E. PARK AVE. STE. 101  
TALLAHASSEE FL 32301-0812

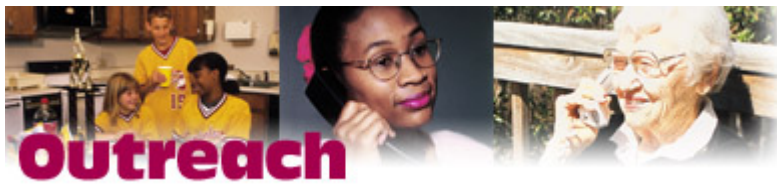
**Share the good news!**

FTRI's specialized telephones are for **EVERYONE** who qualifies. If you know someone you think can benefit, please pass along this customer service number and tell them to call us today.

**1-800-222-3448 (V)**  
**1-888-447-5620 (TTY)**

Want to learn more about your specialized telephone?  
Visit our web site: [www.ftri.org](http://www.ftri.org)

Florida Telecommunications Relay, Inc.  
1820 E. Park Avenue, Suite 101  
Tallahassee, FL 32301-0812  
www.ftri.org



# Outreach

FTRI developed and mailed “FTRI Has Moved” postcards to thousands of active clients that reside in areas where several local Regional Distribution Centers (RDCs) have relocated their offices.

Front

Back

**FTRI has MOVED**  
 Now located at:  
**Disability Resource Center, Inc.**  
 625 Highway 231  
 Panama City, FL 32405

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

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

**www.ftri.org | 850-769-6890**

If you have any family or friends who could benefit from our program please help us help someone else by referring them to FTRI at:

Si tienes parientes o amistades que podrían beneficiarse con nuestro programa, por favor ayúdanos a ayudarle a alguien más recomendándoles al FTRI en:

**850-769-6890 (V/TTY)**  
**www.drcpc.org**

*The Florida Link (FTRI's newsletter) is now available online at [www.ftri.org/newsletter](http://www.ftri.org/newsletter).*  
*El Enlace de la Florida (boletín de FTRI) ya está a su disposición en la red [www.ftri.org/newsletter](http://www.ftri.org/newsletter).*

Florida Telecommunications FTRI Relay, Inc.  
 1526 N. Park Avenue, Suite 301  
 Tallahassee, FL 32304  
[www.ftri.org](http://www.ftri.org)

NON-PROFIT ORG  
 U.S. POSTAGE  
 PERMIT  
 Tallahassee, FL  
 Master Mailbox

FTRI developed and disseminated pre-approved print ads for Healthcare Professionals such as hearing aid specialists and audiologists throughout the state.

**FTRI**

**If you have a hearing loss, you may qualify for an amplified phone at no cost.**

This ad is approved by FTRI - 8/25/08

**FTRI**

**Having trouble hearing on the phone?**

**We may be able to help. Stop by to see if you qualify for an amplified phone.**

This ad is approved by FTRI - 8/25/08

**FTRI**

**Qualified Florida residents don't have to shell out a dime for an amplified phone.**

This ad is approved by FTRI - 8/25/08

**FTRI**

**Having trouble hearing on the phone?**

**We may be able to help. Schedule an appointment to see if you qualify for an amplified phone.**

This ad is approved by FTRI - 8/25/08

**FTRI**

**Having trouble hearing on the phone?**

**We may be able to help. Call for an appointment to see if you qualify for an amplified phone.**

This ad is approved by FTRI - 8/25/08

**FTRI**

**Qualified Florida residents don't have to shell out a dime for an amplified phone.**

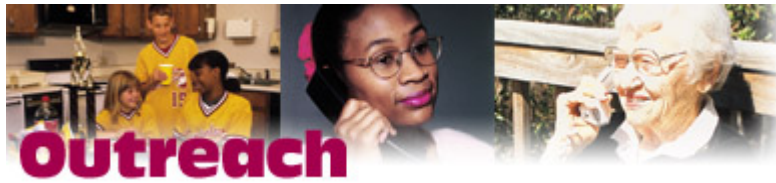
This ad is approved by FTRI - 8/25/08

**Do you have a hearing loss?**

**Stop by to see if you qualify for an amplified phone.**

**FTRI**







FTRI, at the request of RDCs, developed and disseminated posters with customized tear-off pads for all 21 RDCs. The customized tear-off pads, that include 50 sheets of customized RDC information, are inserted into an opening at the bottom of the poster. These posters are strategically posted at locations with high traffic of potential FTRI clients such as grocery stores, physician offices, pharmacies, senior centers, assisted living facilities, libraries, YMCAs, hospitals, medical clinics, community centers, etc. Over 2,100 posters and 5,250 tear-off pads have been distributed to the RDCs. Refill pads can be ordered through the FTRI office.

*Poster*

**AMPLIFIED  
TELEPHONES**  
to qualified  
Florida residents  
and you don't have to *shell* out a dime.

**ELIGIBILITY REQUIREMENTS**  
Verification of hearing loss  
*(Wearing hearing aids, results of a hearing test, etc)*  
Proof of Florida residency  
*(FL Drivers License, FL Voters Registration card, etc)*

**FOR MORE INFORMATION CALL:**  
Florida Telecommunications Relay, Inc  
800-222-3448 | [www.ftri.org](http://www.ftri.org) | [outreach@ftri.org](mailto:outreach@ftri.org)

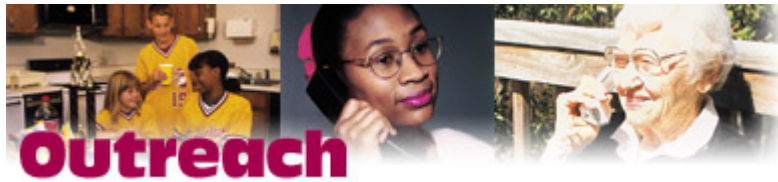



**Customized tear-off pad**

To order refill pads, call:  
**800-222-3448**

**Florida Telecommunications Relay, Inc.** | *Amplified Telephones at no charge for Hard of Hearing Florida residents*

**ELIGIBILITY REQUIREMENTS:**  
Verification of hearing loss  
*(Wearing hearing aids, results of a hearing test, etc)*  
Proof of Florida residency  
*(Florida Drivers License, Florida Voters Registration card, etc)*  
For more information, please contact:  
Deaf Service Center of Palm Beach County, Inc.  
West Palm Beach (561) 802-3353 M-F 8am-4:30pm / Delray Beach (561) 278-6444 M-F 9am-3:30pm



### ***Florida Relay***

The Florida Relay PSA continued to air throughout the state on local broadcast television in major media markets. Below are excerpts taken from a Florida Relay PSA.



### ***Business Partnership Program***

Forty-three 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 2,549 employees with those businesses.

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

FTRI partnered with 102 *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 413,000 residents have been provided with telecommunications equipment and support services.

**Florida Telecommunications  
Relay, Inc.**

**Financial Statements**

**June 30, 2009**

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

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

## INDEPENDENT AUDITORS' REPORT

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

We have audited the accompanying statement of financial position of the Florida Telecommunications Relay, Inc. (a nonprofit organization) as of June 30, 2009, and the related statements of activities and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

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

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Florida Telecommunications Relay, Inc. as of June 30, 2009, and the changes in its net assets and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

Our audit was conducted for the purpose of forming an opinion on the basic financial statements taken as a whole. The schedule of expenses by category is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and, in our opinion, is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

A handwritten signature in cursive script that reads "Carr, Riggs &amp; Ingram".

Tallahassee, Florida  
August 19, 2009

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

June 30,

2009

**Assets**

## Current assets

Cash and cash equivalents	\$ 19,837,470
Accounts receivable	891,831
Prepaid expenses	182
<b>Total current assets</b>	<b>20,729,483</b>

## Property and equipment - at cost

Office furniture	45,910
Office equipment	103,779
Dual sensory equipment	62,083
	<b>211,772</b>
Less: accumulated depreciation	(184,102)
<b>Net property and equipment</b>	<b>27,670</b>

Other assets	8,939
--------------	-------

<b>Total assets</b>	<b>\$ 20,766,092</b>
---------------------	----------------------

**Liabilities and Net Assets**

## Current liabilities

Accounts payable	\$ 1,533,068
Accrued leave payable	12,883
<b>Total current liabilities</b>	<b>1,545,951</b>

## Net assets

Unrestricted net assets	19,220,141
-------------------------	------------

<b>Total liabilities and net assets</b>	<b>\$ 20,766,092</b>
---	----------------------

See accompanying notes to financial statements.

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

<i>Year ended June 30,</i>	<b>2009</b>
<hr/>	
Revenues	
Surcharge revenue	\$ 11,105,726
Recovery from RDC's	-
Investment earnings	149,508
<u>Total revenues</u>	<u>11,255,234</u>
<hr/>	
Expenses	
Category I - Relay service	5,646,632
Category II - Equipment & repair	1,909,015
Category III - Equipment distribution	964,546
Category IV - Outreach expenses	856,991
Category V - General & administrative expenses	1,197,885
<u>Total expenses</u>	<u>10,575,069</u>
<hr/>	
Change in unrestricted net assets	680,165
<hr/>	
Net assets, beginning of year	18,539,976
<hr/>	
Net assets, end of year	<u>\$ 19,220,141</u>

See accompanying notes to financial statements.

## Florida Telecommunication Relay, Inc.

### Statement of Cash Flows

<i>Year ended June 30,</i>	<b>2009</b>
<b>Cash flows from operating activities:</b>	
Cash from surcharge revenues	\$ 11,166,134
Investment earnings	149,508
Cash paid for goods and services	(9,763,730)
<hr/>	
Net cash provided by operating activities	1,551,912
<b>Cash flows from investing activities:</b>	
Acquisition of fixed assets	(17,862)
Disposition of fixed assets	-
<hr/>	
Net cash (used in) provided by investing activities	(17,862)
<hr/>	
<b>Net increase in cash</b>	<b>1,534,050</b>
<b>Cash at beginning of year</b>	<b>18,303,420</b>
<hr/>	
<b>Cash at end of year</b>	<b>\$ 19,837,470</b>
<hr/>	
<b>Cash provided by operating activities:</b>	
Change in net assets	\$ 680,165
Adjustments to reconcile change in net assets to net cash provided by operating activities:	
Depreciation	13,946
Changes in operating assets and liabilities:	
Accounts receivable	62,408
Prepaid expenses	20,291
Sick leave	3,402
Accounts payable	771,700
<hr/>	
Net cash provided by operating activities	\$ 1,551,912
<hr/>	

No cash paid for taxes or interest during the year.

See accompanying notes to financial statements.



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

---

### NOTE 1 – NATURE OF BUSINESS

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

### NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### *Method of Accounting*

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

#### *Accounts Receivable*

Accounts receivable consist of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15<sup>th</sup> of the month following the month of collection. No provision for bad debts has been provided since historically all amounts are collected each month.

#### *Property and Equipment*

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

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

#### *Income Taxes*

The Organization, a Florida nonprofit corporation, is tax exempt under Internal Revenue Code Section 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.

#### *Use of Estimates*

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

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

---

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)*****Cash and Cash Equivalents***

For financial statement purposes, the Organization considers all highly liquid investments with a maturity of three months or less when purchased to be cash equivalents.

**NOTE 3 – RETIREMENT PLAN**

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly coincident with their date of employment. Contributions to the plan are paid quarterly and based on 11.7% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service and the final average salary as defined in the Plan Document. Retirement expense for the fiscal year ended June 30, 2009 was \$59,564.

**NOTE 4 – CONCENTRATION OF RISK**

Florida Telecommunications Relay, Inc. maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. Cash at this institution exceeded FDIC limits by \$19,587,452. At June 30, 2009, FTRI's cash balance in the two accounts total \$1,081,028 and \$18,756,424.

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. Florida Telecommunications Relay, Inc. considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having a market value equal to 50% of the average daily balance for each month of all public deposits in excess of any applicable deposit insurance held by the depository during the twelve months immediately preceding the date of any computation of the balance. As such, the depository is not required to hold collateral in the Organization's name, nor specify which collateral is held for the Organization's benefit. The Public Deposit Security Trust Fund, as created under the laws of the State of Florida, would be required to pay the Organization for any deposits not covered by depository insurance or collateral pledged by the depository, as previously described. All deposits with financial institutions were 100% insured by federal depository insurance or by collateral provided by qualified public depositories to the State Treasurer pursuant to the Public Depository Security Act of the State of Florida. The Act established a Trust Fund, maintained by the State Treasurer, which is a multiple financial institution pool with the ability to assess its member financial institutions for collateral shortfalls if a member fails.

**Supplementary Information**

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

<i>Year ended June 30,</i>	2009
<b>Category I - Relay Service</b>	
Dual party relay provider	\$ 5,646,632
<b>Category II - Equipment and Repair</b>	
TTY equipment	14,640
VCP hearing impaired	1,304,890
VCPH cordless	249,007
VCPS-RC200	7,407
CapTel equipment	107,062
VCP speech impaired	21,346
In-line amplifiers	2,874
VCO telephone	12,974
ARSMRS signaling equipment	85,105
TelITalk Speech aid phone	54,000
Telecommunications equipment repair	49,710
Remaining basis on disposed assets	-
<b>Subtotal - Category II</b>	<b>1,909,015</b>
<b>Category III - Equipment Distribution</b>	
Freight/Telecommunications equipment	32,868
Regional distribution centers	925,595
Workshop expense	6,083
<b>Subtotal - Category III</b>	<b>964,546</b>
<b>Category IV - Outreach</b>	
Outreach expenses	856,991
<b>Category V - General and Administrative</b>	
Advertising	3,267
Accounting/Auditing	23,069
Legal	72,000
Computer consultation	43,538
Bank charges	2,336
Dues and subscriptions	1,929
Furniture and equipment purchased	9,370
Less: Capitalized portion	(3,620)
Depreciation	13,946
Remaining basis of disposed assets	-
Office equipment lease	3,420
Insurance - health, life, disability & other	231,326
Office expenses	16,928
Postage	10,213
Printing	2,204
Rent	91,262
Retirement	59,564
Employee compensation	491,539
Payroll taxes	41,770
Temporary employment	20,542
Telephone and fax	20,530
Travel and business expense	16,937
Utilities	7,794
Equipment maintenance	2,773
Employee training	13,199
Meeting and interpreter expense	2,049
<b>Subtotal - Category V</b>	<b>1,197,885</b>
<b>Total expenses</b>	<b>\$ 10,575,069</b>

See independent auditors' report.

**APPENDIX C**

**Florida Relay Service Information: Sprint**

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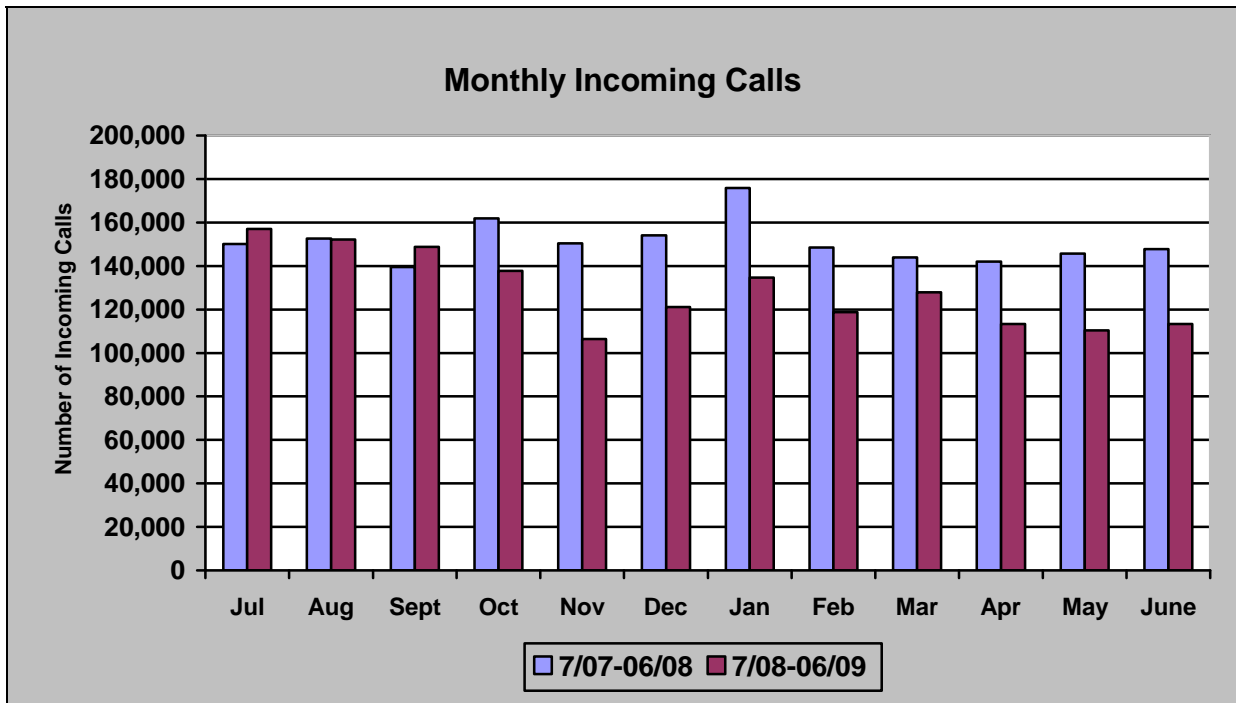
Monthly Outgoing Call Types.....48

Monthly Outgoing Local vs. Long Distance Calls.....49

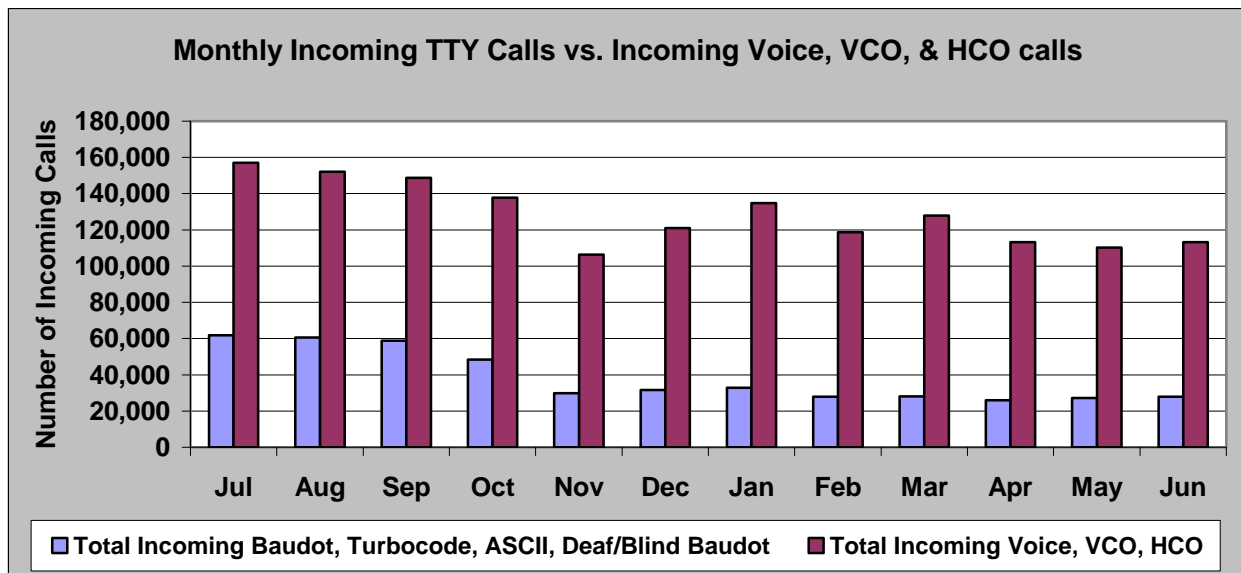
Completed Outgoing Call Distribution in Daily Average Minute.....50

CapTel Minutes and Charges.....51

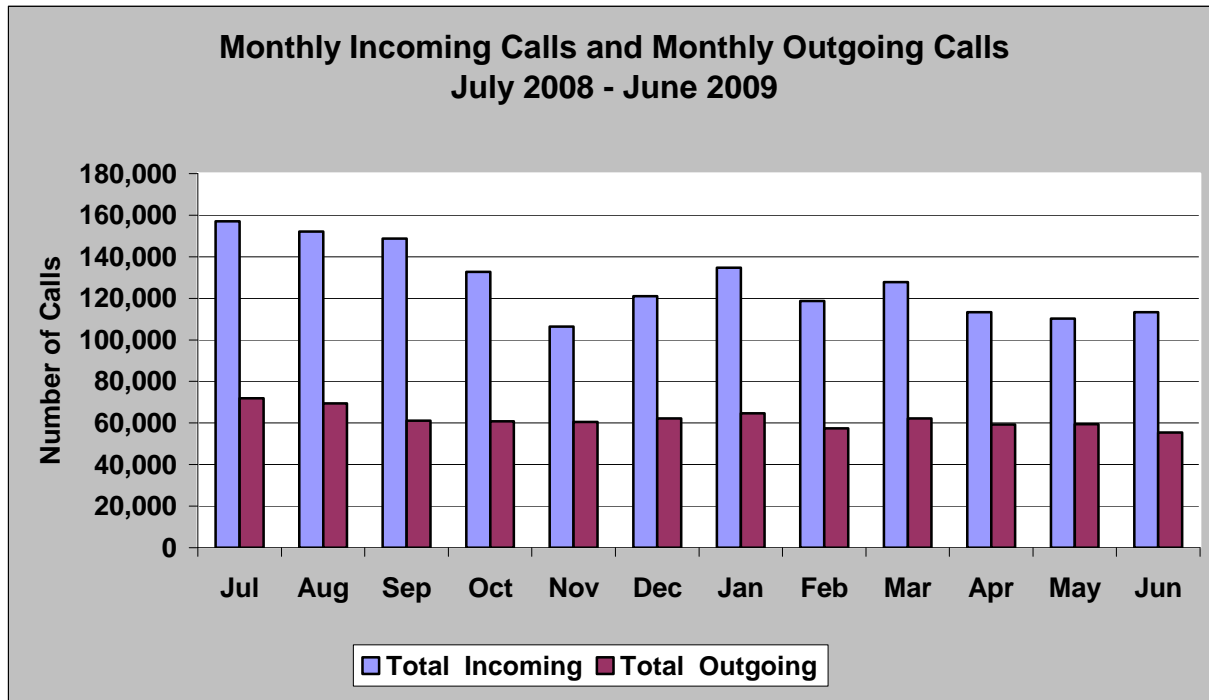
Monthly Incoming Calls			
Total Incoming Calls July 2007 – June 2008		Total Incoming Calls July 2008 – June 2009	
Jul	150,150	Jul	156,994
Aug	152,671	Aug	152,144
Sep	139,475	Sep	148,734
Oct	161,826	Oct	137,753
Nov	150,438	Nov	106,397
Dec	154,121	Dec	121,074
Jan	175,874	Jan	134,701
Feb	148,482	Feb	118,744
Mar	143,903	Mar	127,831
Apr	141,971	Apr	113,277
May	145,659	May	110,307
Jun	147,772	Jun	113,283
<b>Total</b>	<b>1,812,342</b>	<b>Total</b>	<b>1,541,239</b>



Monthly Incoming Calls by Type July 2008 – June 2009									
	Incoming Baudot	Incoming Turbocode	Incoming ASCII	Incoming Deaf/Blind Baudot	Total Incoming Baudot, Turbocode, ASCII, Deaf-Blind Baudot	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming Voice, VCO, HCO
Jul	44,838	16,690	126	147	61,801	81,001	13,710	482	156,994
Aug	44,202	15,950	233	271	60,656	77,708	13,494	286	152,144
Sep	43,695	14,655	243	155	58,748	75,927	13,621	438	148,734
Oct	35,009	12,630	658	41	48,338	76,498	12,478	439	137,753
Nov	18,686	10,509	622	48	29,865	65,918	10,423	191	106,397
Dec	19,909	10,949	668	59	31,585	77,591	11,725	173	121,074
Jan	21,553	10,710	641	32	32,936	90,049	11,493	223	134,701
Feb	17,566	9,457	781	20	27,824	79,958	10,782	180	118,744
Mar	17,327	9,916	869	7	28,119	87,836	11,641	235	127,831
Apr	16,174	8,822	930	35	25,961	76,273	10,798	245	113,277
May	16,823	9,656	620	26	27,125	72,881	10,067	234	110,307
Jun	17,835	9,317	765	31	27,948	75,987	9,186	162	113,283
<b>Total</b>	<b>313,617</b>	<b>139,261</b>	<b>7,156</b>	<b>872</b>	<b>460,906</b>	<b>937,627</b>	<b>139,418</b>	<b>3,288</b>	<b>1,541,239</b>

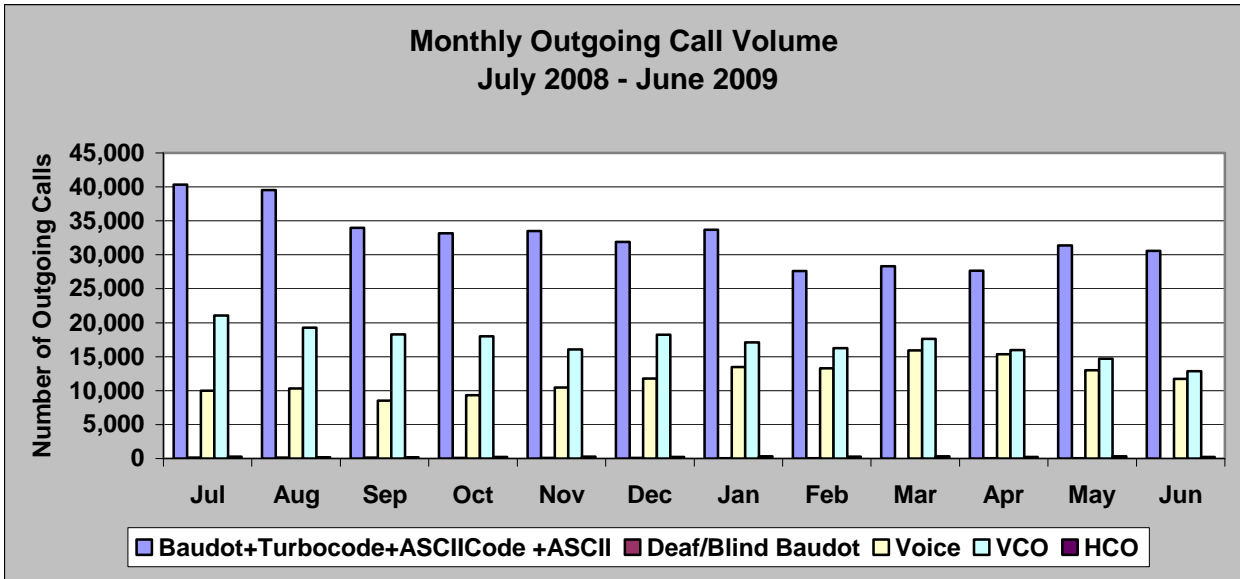


Monthly Incoming and Monthly Outgoing Calls July 2008 – June 2009				
	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jul	156,994	18,437	53,447	71,884
Aug	152,144	17,556	51,867	69,423
Sep	148,734	14,822	46,305	61,127
Oct	132,753	14,768	46,054	60,822
Nov	106,397	15,093	45,351	60,444
Dec	121,074	15,455	46,787	62,242
Jan	134,701	16,694	47,973	64,667
Feb	118,744	16,337	41,137	57,474
Mar	127,831	19,572	42,698	62,270
Apr	113,277	17,177	41,848	59,301
May	110,307	17,465	42,010	59,475
Jun	113,283	15,272	40,160	55,432
<b>Total</b>	<b>1,536,239</b>	<b>198,648</b>	<b>545,637</b>	<b>744,561</b>

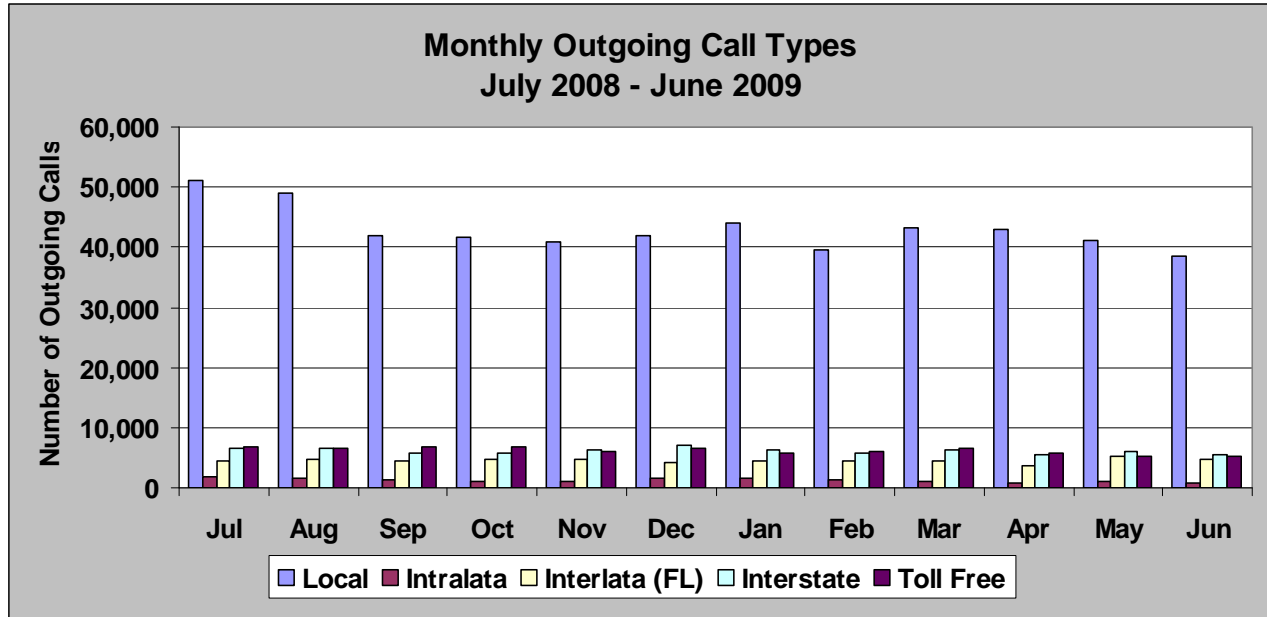




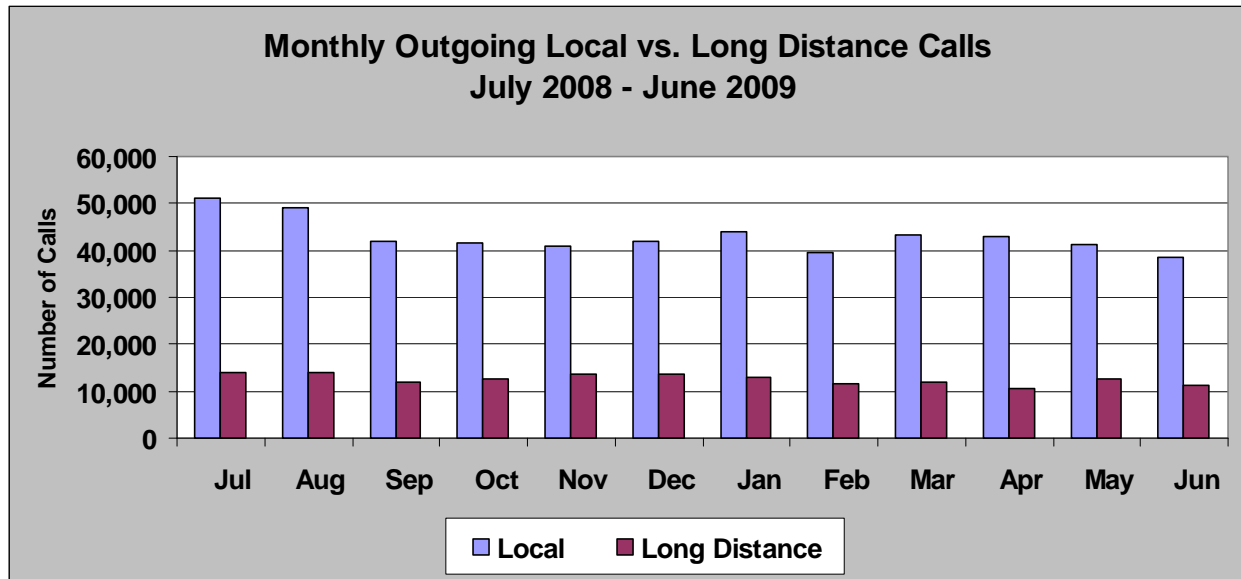
Monthly Outgoing Call Volume July 2008 – June 2009									
	Outgoing Baudot	Turbo Code	Outgoing ASCII	Baudot +Turbo Code +ASCII	Outgoing Deaf/ Blind Baudot	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jul	20,396	19,846	109	40,351	159	10,007	21,070	297	71,884
Aug	20,727	18,652	162	39,541	123	10,298	19,262	199	69,423
Sep	18,014	15,797	168	33,979	123	8,543	18,294	188	61,127
Oct	16,880	15,749	549	33,178	89	9,324	17,984	247	60,822
Nov	15,445	17,496	585	33,526	83	10,479	16,058	298	60,444
Dec	14,991	16,365	526	31,882	79	11,801	18,259	221	62,242
Jan	17,007	16,172	498	33,677	65	13,500	17,100	325	64,667
Feb	13,775	13,260	594	27,629	50	13,275	16,252	268	57,474
Mar	13,508	14,091	733	28,332	11	15,944	17,641	342	62,270
Apr	14,189	12,735	719	27,643	67	15,381	15,953	257	59,301
May	16,270	14,614	488	31,372	62	13,024	14,709	308	59,475
Jun	16,241	13,747	612	30,600	14	11,746	12,858	214	55,432
<b>Total</b>	<b>197,443</b>	<b>188,524</b>	<b>5,743</b>	<b>391,710</b>	<b>925</b>	<b>143,322</b>	<b>205,440</b>	<b>3,164</b>	<b>744,561</b>



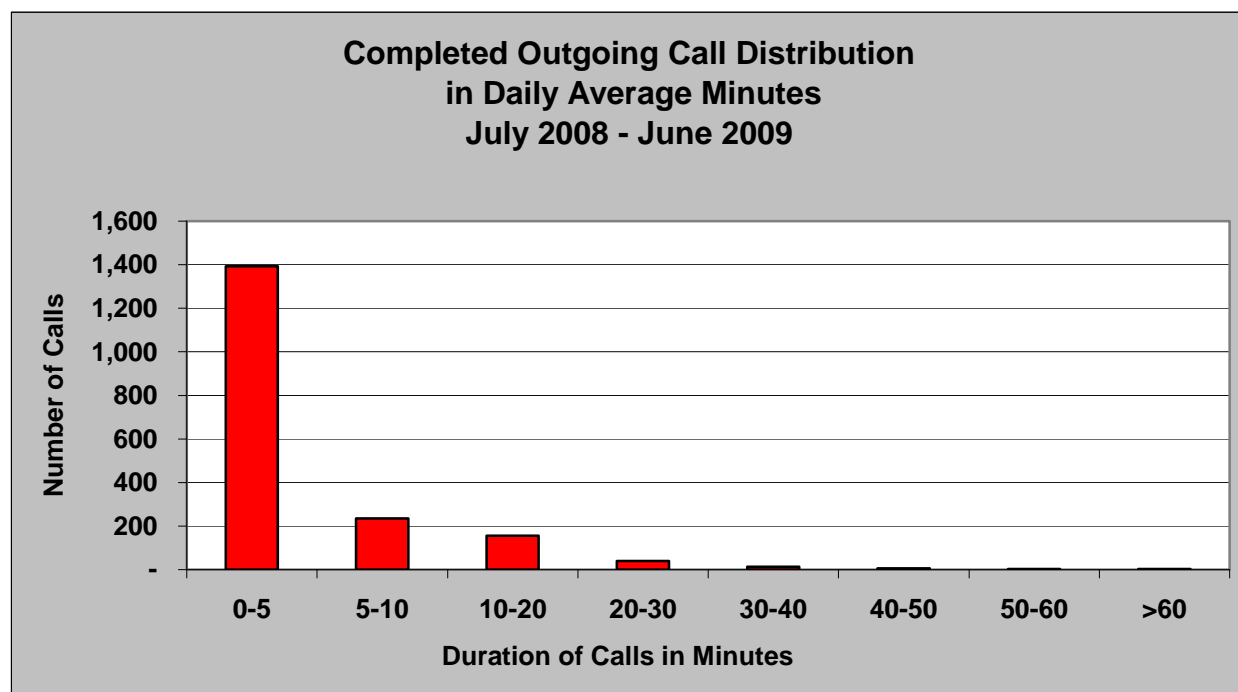
Monthly Outgoing Call Types July 2008 – June 2009							
Month	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC,Dir Assistance, Internat'l)	Total Outgoing
Jul	51,180	1,841	4,571	6,640	6,826	826	71,884
Aug	48,936	1,568	4,644	6,518	6,435	1,322	69,423
Sep	42,009	1,371	4,350	5,823	6,733	841	61,127
Oct	41,546	1,179	4,633	5,753	6,761	950	60,822
Nov	40,822	1,172	4,652	6,272	5,985	1,541	60,444
Dec	41,851	1,611	4,116	6,981	6,648	1,035	62,242
Jan	44,003	1,672	4,497	6,293	5,823	830	64,667
Feb	39,508	1,195	4,408	5,639	6,118	606	57,474
Mar	43,359	1,065	4,400	6,171	6,648	627	62,270
Apr	42,946	866	3,799	5,443	5,667	580	59,301
May	41,254	1,038	5,190	5,936	5,341	716	59,475
Jun	38,576	816	4,700	5,502	5,335	503	55,432
<b>Total</b>	<b>515,990</b>	<b>15,394</b>	<b>53,960</b>	<b>72,971</b>	<b>74,320</b>	<b>10,377</b>	<b>744,561</b>



Monthly Outgoing Local vs. Long Distance Calls July 2008 – June 2009						
Month	Local	Total Long Distance	Intralata	Interlata/ Intrastate	Interstate	International
Jul	51,180	13,878	1,841	4,571	6,640	826
Aug	48,936	14,052	1,568	4,644	6,518	1,322
Sep	42,009	12,095	1,371	4,350	5,823	551
Oct	41,546	12,515	1,179	4,633	5,753	950
Nov	40,822	13,637	1,172	4,652	6,272	1,541
Dec	41,851	13,743	1,611	4,116	6,981	1,035
Jan	44,003	13,025	1,672	4,497	6,293	563
Feb	39,508	11,586	1,195	4,408	5,639	344
Mar	43,359	11,960	1,065	4,400	6,171	324
Apr	42,946	10,453	866	3,799	5,443	345
May	41,254	12,596	1,038	5,190	5,936	432
Jun	38,576	11,266	816	4,700	5,502	248
<b>Total</b>	<b>515,990</b>	<b>150,806</b>	<b>15,394</b>	<b>53,960</b>	<b>72,971</b>	<b>8,481</b>



<b>Completed Outgoing Call Distribution in Daily Average Minutes July 2008 – June 2009</b>								
<b>In Minutes</b>								
<b>Month</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	1,306	215	144	36	12	5	3	3
Aug	1,308	212	147	36	13	5	3	4
Sep	1,114	188	137	32	11	5	2	4
Oct	1,113	185	132	33	11	5	3	3
Nov	1,152	181	125	32	12	5	3	4
Dec	1,156	180	119	32	12	5	3	3
Jan	1,170	191	126	36	11	5	2	4
Feb	1,123	180	117	31	10	5	2	2
Mar	1,056	168	106	28	9	5	2	3
Apr	1,070	167	106	32	11	4	3	3
May	1,045	157	109	27	10	4	2	2
Jun	1,011	167	112	30	10	5	2	3
<b>Average</b>	<b>874</b>	<b>142</b>	<b>96</b>	<b>25</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>3</b>



<b>CapTel Minutes and Charges                      July 2008 – June 2009</b>		
<b>Month</b>	<b>Minutes of Use</b>	<b>Charges (\$)</b>
Jul	188,128.21	257,735.65
Aug	194,462.42	266,413.52
Sep	187,543.96	256,935.23
Oct	197,815.08	271,006.66
Nov	185,881.90	254,658.20
Dec	195,088.24	267,270.89
Jan	197,337.77	270,352.74
Feb	178,544.15	244,605.49
Mar	199,124.51	272,800.58
Apr	193,526.94	265,131.91
May	203,551.44	278,865.47
Jun	203,077.72	270,093.37
<b>Total</b>	<b>2,314,081.98</b>	<b>\$3,175,869.71</b>

