



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



DECEMBER 2019

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I. Executive Summary

Chapter 427, Florida Statutes (F.S.), established the Telecommunications Access System Act of 1991 (TASA). Section 427.704(9), F.S., requires the Florida Public Service Commission (FPSC or Commission) to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission's Internet website.

Approximately three million persons living in Florida are affected by hearing loss.¹ To meet the needs of these individuals, the Legislature established a statewide telecommunications access system. The purpose of this system is to provide equitable basic access to the telecommunications network for individuals who are deaf, hard of hearing, deaf-blind, or speech impaired.

Pursuant to TASA, the Commission is responsible for establishing, implementing, promoting, and overseeing the administration of the statewide telecommunications access system. 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).²

Under the FPSC's oversight, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired. FTRI also performs outreach to increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 26 regional distribution centers conducted 1,682 outreach activities during the last fiscal year. FTRI's activities are funded through the collection of a TASA surcharge assessed on landline access lines.

The Telecommunications Relay Service (TRS) industry is changing. Traditional TRS and Captioned Telephone Service (CapTel) users are transitioning to Internet Protocol Relay (IP Relay), Video Relay Service (VRS), Internet Protocol Captioned Telephone Service (IP CTS), and Wireless Service. These newer services are currently funded by the federal relay program, instead of the state relay program.

Traditional TRS and CapTel services are funded by the state through a monthly per access line surcharge on landline access lines up to 25 lines per customer. Wireless and Voice over Internet Protocol (VoIP) services are not required to support traditional TRS and CapTel services through assessment of the surcharge. Further, in compliance with statutory requirements, FTRI only distributes equipment used for traditional TRS and CapTel service.

The figures below provide a statistical summary of the status of the Florida Telecommunications Access System. Figure 1 shows the Florida relay revenues and expenses for Fiscal Year 2018-2019. Funding shortfalls are covered through a Florida Reserve Account established to fund activities related to administering IP CTS and VRS, in the event that responsibility is delegated by the FCC.

¹ Florida Department of Health, "Florida Coordinating Council for the Deaf and Hard of Hearing," <http://www.floridahealth.gov/provider-and-partner-resources/fccdhh/index.html>, accessed on October 14, 2019.

² Docket No 19910496-TP, Telecommunications Access System Act of 1991, Order No. 24462 issued May 1, 1991, <http://www.floridapsc.com/library/filings/1991/04253-1991/04253-1991.pdf>, accessed on October 14, 2019.

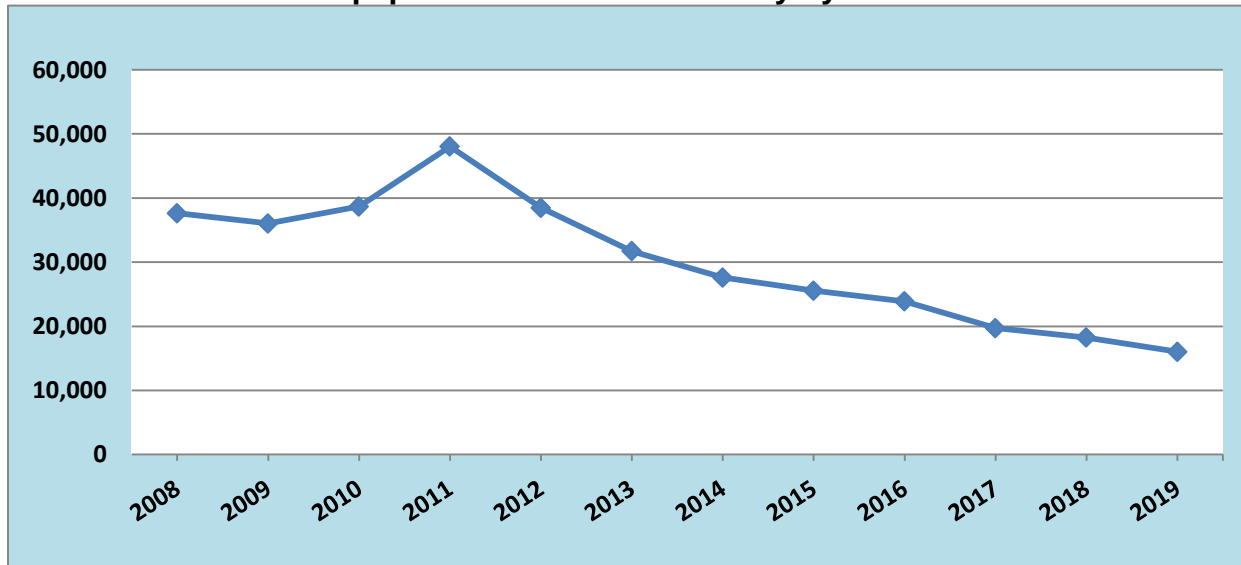
**Figure 1
FTRI Financial Report
(For Fiscal Year 2018-2019)**

Account	
Total Revenue	\$5,498,110
Relay Services Expense	(2,647,824)
Equipment and Repair Expense	(954,203)
Equipment Distribution Expense	(678,117)
Outreach Expense	(534,243)
Administrative Expense	(883,925)
Revenue Less Expenses	(\$200,202)

Source: Florida Telecommunications Relay Inc.'s 2018-2019 Annual Report.

FTRI distributed approximately 16,111 pieces of relay equipment for Fiscal Year 2018-2019. Figure 2 shows the number of pieces of relay equipment distributed from Fiscal Year 2008 through Fiscal Year 2019. The equipment predominantly distributed by FTRI is the volume control telephone for the hard of hearing.

**Figure 2
FTRI Equipment Distribution History by Fiscal Year**



Source: Florida Telecommunications Relay, Inc.'s 2007-2008 Annual Report through 2018-2019 Annual Report.

Figure 3 reflects the number of new recipients receiving equipment and training for Fiscal Year 2018-2019. The number of new recipients is lower than the distributed equipment referenced in Figure 2 because a significant number of recipients received more than one piece of equipment. In most circumstances, clients are allowed to have two pieces of equipment on loan through the program.

Figure 3
New Recipients of Equipment and Training
(For Fiscal Year 2018-2019)

Type of Recipient	New Recipients
Deaf	49
Hard of Hearing	9,756
Speech Challenged	58
Dual Sensory	0
Total	9,863

Source: Florida Telecommunications Relay, Inc.'s 2018-2019 Annual Report.

Figure 4 reflects the number of persons served each fiscal year by FTRI from 2007 through 2019. New clients served and customer calls are two of the key categories monitored. As presented, new clients served has been on the decline since 2007. There has been a forty-three percent decline in new clients served between Fiscal Year 2007-2008 and 2018-2019. Customer calls have fluctuated during the same period. However, the number of customer calls made during Fiscal Year 2007-2008 and 2018-2019 remain relatively consistent.

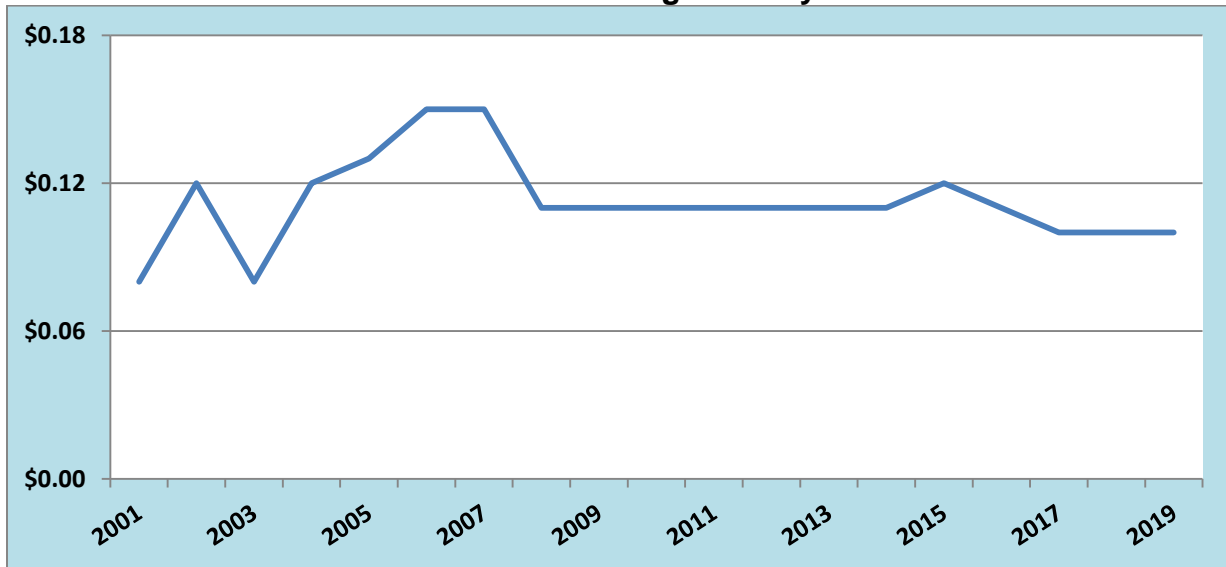
Figure 4
FTRI Clients Served

Fiscal Year	New	Modified	Exchange	Return	Follow-Up	Customer Calls	Total
2007-2008	17,428	1,932	15,087	4,531	1,264	19,659	59,901
2008-2009	17,170	952	14,918	4,399	691	21,446	59,576
2009-2010	18,190	1,170	16,658	4,503	667	20,001	61,189
2010-2011	24,299	734	20,492	5,593	999	16,252	68,369
2011-2012	19,287	576	16,988	5,462	866	19,464	62,643
2012-2013	15,078	474	14,519	5,399	985	23,495	59,950
2013-2014	13,671	486	12,787	5,315	963	29,467	62,689
2014-2015	13,408	309	11,133	5,102	958	28,347	59,257
2015-2016	12,620	231	10,700	4,685	665	27,751	56,652
2016-2017	11,024	192	8,110	3,911	768	24,933	48,938
2017-2018	10,378	442	6,765	3,670	862	29,224	51,341
2018-2019	9,874	139	5,798	3,245	732	18,452	38,240

Source: Florida Telecommunications Relay, Inc.'s 2007-2008 Annual Report through 2018-2019 Annual Report.

The TASA surcharge for Fiscal Year 2018-2019 is currently 10 cents per landline access line each month. Figure 5 provides a historical view of the TASA surcharge collected monthly from each LEC basic telecommunications access line since July 1, 2001. Wireless and VoIP services are not required to support traditional TRS and CapTel services through assessment of the surcharge.

**Figure 5
TASA Surcharge History**



Source: FPSC 2001 through 2019 orders establishing budget and setting monthly surcharge.

Additional financial and statistical information is contained in the appendices to this report. Appendix A provides the approved budget and actual expenses for FTRI for Fiscal Year 2018-2019 and the approved budget for Fiscal Year 2019-2020. Appendix B through Appendix I contain usage information on the various relay services compiled from Sprint Accessibility monthly reports.

II. State Level Developments

TRS was created by Title IV of the Americans with Disabilities Act of 1990 to enable an individual with a hearing or speech disability to communicate by telephone or other device through the telephone system. Section 427.704, F.S., charges the Commission with overseeing the administration of the statewide telecommunications access system to provide access to TRS.

A. FTRI Budget and Annual Surcharge Established

On May 1, 2019, FTRI filed its proposed Fiscal Year 2019-2020 budget for FPSC consideration in Docket No. 20190057-TP. At the June 11, 2019 Commission Agenda Conference, the FPSC established FTRI's 2019-2020 Fiscal Year budget.³ Specifically, the FPSC:

- Maintained the monthly TASA surcharge at \$0.10 per month for Fiscal Year 2019-2020.
- Ordered FTRI to reduce its proposed budget by \$9,659.
- Ordered that FTRI is allowed to transfer \$285,714 from the Reserve Account to offset a projected revenue shortfall.

B. Relay Service Provider

On September 7, 2017, after proposals were submitted and evaluated, the FPSC awarded the new relay provider contract to Sprint Accessibility for a period of three years beginning on March 1, 2018. The contract contains options to extend the contract for four additional one-year periods, and requires mutual consent by both parties to extend the contract.⁴

³ Docket No. 20190057-TP, Commission approval of Florida Telecommunications Relay, Inc.'s 2019 - 2020 proposed budget, PAA Order PSC-2019-0247-PAA-TP issued June 25, 2019, <http://www.psc.state.fl.us/library/filings/2019/05142-2019/05142-2019.pdf>, accessed October 14, 2019.

⁴ Docket No. 20170039-TP, Contract to Provide Telecommunications Relay Service (TRS) and Caption Telecommunications Service (CapTel) to Florida, filed November 20, 2018, <http://www.florida.psc.com/library/filings/2017/09975-2017/09975-2017.pdf>, accessed October 15, 2019.

III. Federal Level Developments

Chapter 427.702, F.S., requires the Florida TRS to be compliant with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act. The FCC mandates the minimum requirements for services a state must provide, certifies each state program, and periodically proposes changes in the services. To remain compliant, the FPSC monitors the FCC's minimum service standards, state relay program requirements, and policy changes. Below are relevant FCC actions during 2019.

A. TRS Compensation Rates

In DA 19-607, adopted June 28, 2019, based on the recommendation of the Interstate TRS Fund administrator Rolka Loube Associates, LLC, the FCC set the per-minute compensation rates for interstate TRS. Effective July 1, 2019, rates are as follows:⁵

1. Traditional TRS: \$3.1107
2. Speech-to-speech relay service (STS): \$4.2417
3. CapTel: \$2.2795

The FCC also set the per-minute compensation rates for Internet-based TRS and VRS as follows:

1. IP CTS: \$1.58
2. IP Relay: \$1.67
3. VRS:
 - a) Providers with fewer than 500,000 minutes per month: \$5.29
 - b) Providers with more than 500,000 minutes per month: \$4.82
 - c) Providers with 1,000,001 – 2,500,000 minutes per month: \$3.97
 - d) Providers with more than 2,500,001 minutes per month: \$2.63

B. IP CTS Automated Speech Recognition

On August 26, 2019, the FCC's Consumer and Governmental Affairs Bureau released Public Notices soliciting comments on the applications for certification to provide IP CTS filed by VTCSecure, LLC, MachineGenius, Inc., and Clarity Products, LLC.⁶ Each application included plans to deploy technology that uses automated speech recognition (ASR). In response, the National Association of

⁵ FCC DA 19-607, CG Docket No. 03-123, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities and Docket No. 10-51, Structure and Practices of the Video Relay Service Program, released June 28, 2019, <https://docs.fcc.gov/public/attachments/DA-19-607A1.pdf>, accessed June 28, 2019.

⁶ FCC CG Docket No. 03-123, Comment Sought on Application for Certification to Provide Internet Protocol Captioned Telephone Service: FCC DA 19-818 (VTCSecure, LLC), released August 26, 2019, <https://docs.fcc.gov/public/attachments/DA-19-818A1.pdf>, accessed August 26, 2019; FCC DA 19-819 (Machinegenius, Inc.), released August 26, 2019, <https://docs.fcc.gov/public/attachments/DA-19-819A1.pdf>, accessed August 26, 2019; and FCC DA 19-820 (Clarity Products, LLC), released August 26, 2019, <https://docs.fcc.gov/public/attachments/DA-19-820A1.pdf>, accessed August 26, 2019.

Regulatory Utility Commissioners approved a resolution calling for the adoption of service quality standards for IP CTS providers before transition to ASR-only services.⁷

⁷National Association of Regulatory Utility Commissioners, Passed by the Committee on Telecommunications, Adopted by the NARUC Board of Directors on November 19, 2019, <https://pubs.naruc.org/pub/93B0DC07-9ADE-8B00-F706-AD5E058B1A8D>, accessed on November 19, 2019.

IV. Distribution of Specialized Telecommunications Equipment

To be in compliance with Section 427.704(7), F.S., the Relay Administrator must file a report with the Commission by November 1 of each year and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired. FTRI also performs outreach activities to increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 26 regional distribution centers conducted 1,682 outreach activities and signed up 8 new businesses as Relay Friendly Business Partners during the fiscal year.⁸

Figure 6 provides a listing of professionals involved with the certification of client applications for the 2018-2019 Fiscal Year. The number of approved applications represents a five percent decrease from last year. By comparison, Figure 7 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. FTRI, along with its regional distribution centers, loans this equipment to qualified deaf, hard of hearing, deaf-blind, or speech impaired individuals at no charge for as long as they need it. To receive this equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a regional distribution center in their area.

Figure 6
Applications Approved by Certifier Type
(For Fiscal Year 2018-2019)

Category of Certifier	Number of Approved Applications
Deaf Service Center Director	7,197
Audiologist	669
Hearing Aid Specialist	1,769
Licensed Physician	184
State Certified Teacher	1
State Agency	3
Speech Pathologist	34
Federal Agency	6
Total	9,863

Source: Florida Telecommunications Relay, Inc.'s 2018-2019 Annual Report.

⁸“Relay Friendly” partners are given access to training information designed to help businesses train employees on how to communicate via the FRS with individuals who are deaf, hard of hearing, deaf-blind, or speech impaired.

**Figure 7
Equipment Distributed by FTRI***

Equipment Distributed by FTRI	Units Distributed 7/1/17 – 6/30/18	Units Distributed 7/1/18 – 6/30/19
1. Volume Control Telephone for Hearing Impaired (VCP)	17,558	15,503
2. Audible Ring Signaler (ARS)	164	176
3. Visual Ring Signaler	128	80
4. Telecommunications Device for the Deaf (TDD) or Teletype Device (TTY)	36	48
5. Caption Telephone (CapTel)	237	160
6. Other – Includes In-line amplifier, phones for the speech challenged, hearing carry-over phone, and voice-carry-over phone.	164	144
Total	18,287	16,111

Source: Florida Telecommunications Relay, Inc.'s 2017-2018 Annual Report and 2018-2019 Annual Report.

**Margin of Error ± 1%*

V. Relay Minutes of Use

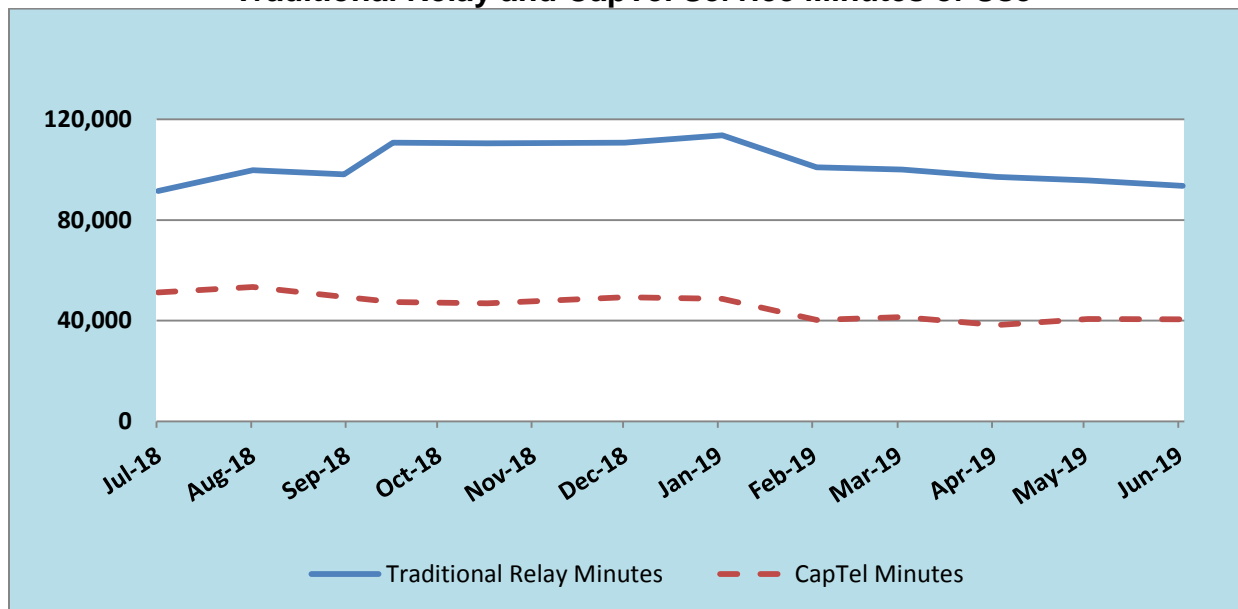
In addition to providing equipment, Florida relay also provides funding based on minutes of use for traditional relay service and CapTel service. Traditional relay service provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized Communications Assistant who relays information between the deaf or hard of hearing person and the other party to the call. The deaf or hard of hearing person uses a Telecommunications Device for the Deaf (TDD) to communicate with the Communications Assistant. The person using the TDD types a message to the Communications Assistant who in turn voices the message to the other party.

By comparison, CapTel service allows captioned telephone users to dial the number they wish to call and be automatically connected to a captioned telephone relay operator at the TRS facility. Specialized TRS equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The relay operator repeats what the called party says into a computer and voice recognition technology automatically transcribes it 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.

Figure 8 reflects the minutes of use for traditional relay and CapTel service from July 2018 to June 2019. During this period, the total number of billable minutes of use for traditional relay calls was 1,222,254, an increase of 2 percent from a year ago. At the same time, the total number of CapTel minutes of use from July 2018 to June 2019 was 547,559. This represented a 29 percent decrease from the prior year. The decline in CapTel minutes of use is likely a result of increased use of IP CTS service. Currently, IP CTS is funded at the federal level and administered by the FCC.

Traditional relay and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$1.35 per minute, CapTel service has a cost of \$1.69 per minute because of its specialized service.

Figure 8
Traditional Relay and CapTel Service Minutes of Use



Source: July 2018 - June 2019 monthly bills from Sprint Accessibility.

VI. TASA Advisory Committee

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

**Figure 9
TASA Advisory Committee**

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

Source: <http://www.floridapsc.com/Telecommunication/TASAA AdvisoryCommittee>

A. TASA Advisory Committee Meeting - April 24, 2019

At the April 24, 2019 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, FTRI's Fiscal Year 2019-2020 proposed budget, Florida relay traffic trends, service quality testing, and CapTel service.

Included in FTRI's presentation were details of its Fiscal Year 2019-2020 budget request. FTRI explained that its proposed budget projected total operating revenues of \$5,409,709 and total expenses of \$5,705,082. Based on the projected revenues and expense increase, FTRI requested that the Commission grant FTRI authority to transfer \$295,373 from the Reserve Account to offset the shortfall. FTRI also requested that the TASA surcharge be maintained at 10 cents per line each month for Fiscal Year 2019-2020.

B. TASA Advisory Committee Meeting – November 19, 2019

The November 19, 2019 Advisory Committee meeting included a presentation by FPSC staff on recent FCC and FPSC actions regarding relay service, a presentation by FTRI on its 2018-2019 Annual Report, and a presentation by Sprint Accessibility on relay service delivery in Florida.

FTRI's Annual Report presentation provided details on its operations, including client servicing, equipment distribution, and outreach activities. FTRI also provided information on the operations of contracted services through Regional Distribution Centers.⁹

Sprint Accessibility provided an update on its operations, including minutes of use for TRS and CapTel, its Disaster Recovery Plan, and its Florida Outreach Expense Report.

⁹ Florida Telecommunications Relay, Inc., Annual Report (2018-2019), http://www.floridapsc.com/Files/PDF/Utilities/Telecomm/Relay/FTRI_2019.pdf, accessed on October 4, 2019.

VII. Conclusion

The FPSC will continue to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech impaired community in Florida. In addition, FTRI continues to distribute equipment and perform outreach activities that increase consumer awareness of both FTRI's programs and the relay system.

The TRS industry is evolving. In Fiscal Year 2018-2019, traditional relay service minutes increased slightly from the prior fiscal year. However, based on continued advancements in technology, along with the expansion of consumer choice, the direction of traditional relay service usage is unclear.

The decline in CapTel minutes of use in Fiscal Year 2018-2019 continues to be impacted by the increased use of IP CTS service. As discussed in the federal developments section, in recent years the use of IP CTS has grown exponentially, and currently represents almost 80 percent of the total minutes compensated by the FCC's Interstate TRS Fund.

FTRI Budget for 2018-2019 and 2019-2020 Fiscal Years

	Commission Approved Budget 2018-2019	Actual Revenue And Expenses 2018-2019	Commission Approved Budget 2019-2020
Operating Revenue			
<i>Surcharges</i>	5,695,749	5,400,728	5,315,788
<i>Interest Income</i>	97,902	97,382	93,921
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	5,793,651	5,498,110	5,409,709
<i>Surplus Account</i>	17,398,350	17,376,343	16,957,128
GRAND TOTAL FUNDS	23,192,001	22,874,453	22,366,837

CATEGORY I. Operating Expenses/ Relay Services

<i>Sprint Accessibility</i>	2,826,281	2,647,824	2,556,170
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CATEGORY II. Equipment & Repairs

<i>VCPH Cordless</i>	0	672,090	0
<i>VCPS-RC200</i>	0	0	0
<i>Large Print TDDs</i>	0	0	0
<i>VCO/HCO – TDD</i>	4,600	0	0
<i>VCO Telephone</i>	0	0	0
<i>Dual Sensory Equipment</i>	0	620	0
<i>CapTel Phone Equipment</i>	0	0	16,875
<i>VCP Hearing Impaired</i>	936,572	130,288	813,659
<i>VCP Speech Impaired</i>	0	0	0
<i>TeliTalk Speech Aid</i>	13,200	37,005	15,480
<i>Jupiter Speaker Phone</i>	0	0	0
<i>In-Line Amplifier</i>	0	0	0
<i>ARS/VRS Signaling Equipment</i>	7,983	3,541	7,733
<i>VCPH Accessories</i>	0	0	0
<i>Accessories & Supplies</i>	1,230		1,499
<i>Telecom Equipment Repair</i>	76,775	110,659	83,148
TOTAL CATEGORY II	1,040,360	954,203	938,394

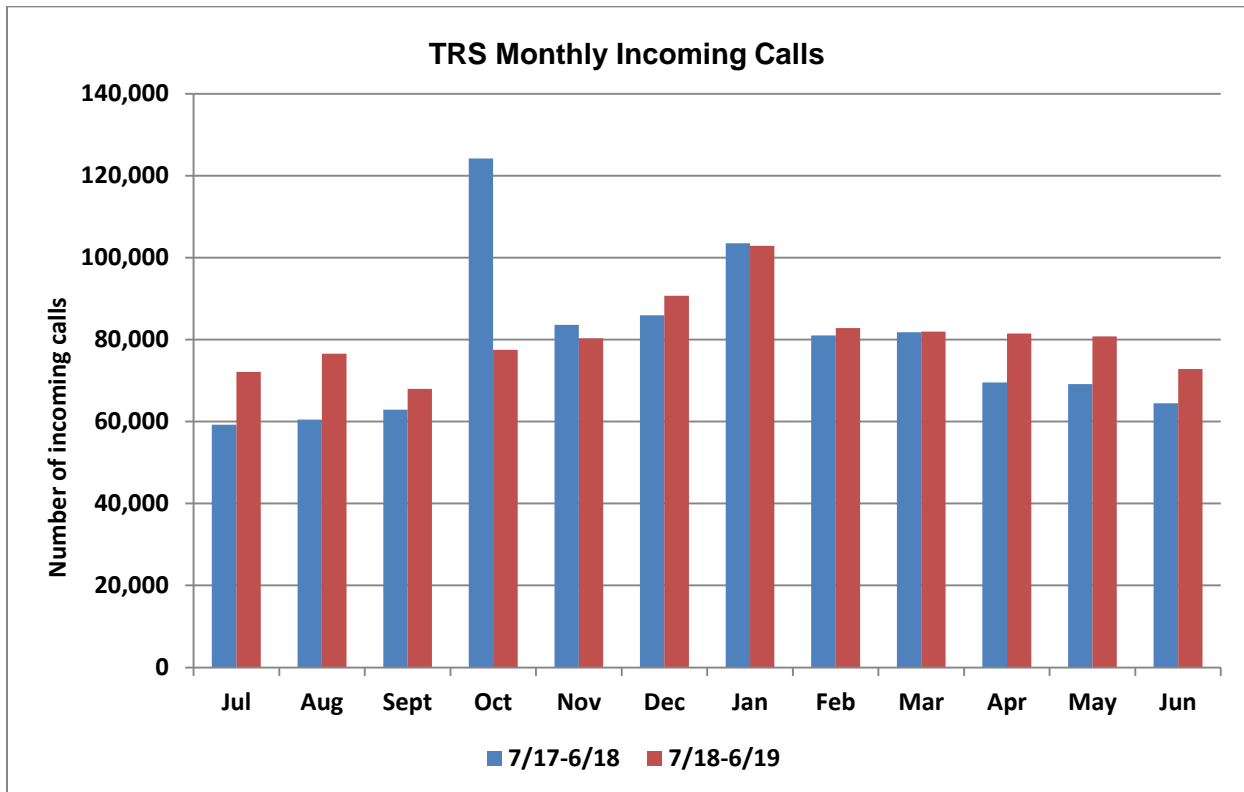
CATEGORY III. Equipment Distribution & Training

<i>Freight-Telecom Equipment</i>	38,034	36,686	42,793
<i>Regional Distribution Centers</i>	667,484	640,963	664,128
<i>Workshop Expense</i>	0	0	0
<i>Training Expense</i>	468	468	468
TOTAL CATEGORY III	705,986	678,117	707,389

	Commission Approved Budget 2018-2019	Actual Revenue And Expenses 2018-2019	Commission Approved Budget 2019-2020
CATEGORY IV. Outreach			
<i>Outreach Expense</i>	546,250	534,243	535,650
TOTAL CATEGORY IV	546,250	534,243	535,650
CATEGORY V. General & Administrative			
<i>Advertising</i>	15	3,399	1,247
<i>Accounting/Auditing</i>	26,582	20,685	21,221
<i>Legal</i>	36,000	24,382	33,500
<i>Computer Consultation</i>	5,580	5,215	6,710
<i>Computer Software</i>	0	2,902	0
<i>Dues & Subscriptions</i>	2,287	2,331	2,307
<i>Furniture and Equipment Purchases</i>	6,263	0	9,131
<i>Depreciation</i>	0	3,055	0
<i>Office Equipment Lease</i>	1,552	1,975	1,751
<i>Insurance- Health/ Life/Disability/Other</i>	163,756	158,662	174,875
<i>Office Expense</i>	13,029	11,547	11,914
<i>Postage</i>	7,490	3,456	4,527
<i>Printing</i>	1,114	1,761	1,216
<i>Rent</i>	91,205	90,922	91,317
<i>Utilities</i>	5,294	5,199	5,250
<i>Retirement</i>	78,773	72,783	80,909
<i>Employee Compensation</i>	441,149	416,996	456,961
<i>Salary Survey Fees</i>	0	6,000	0
<i>Temporary Staff</i>	0	0	0
<i>Taxes-Payroll</i>	31,604	30,416	33,478
<i>Taxes-Unemployment Comp</i>	63	0	63
<i>Taxes-Licenses</i>	61	0	61
<i>Telephone</i>	16,089	14,925	15,615
<i>Travel & Business</i>	5,198	4,726	4,055
<i>Equipment Maintenance</i>	1,306	613	762
<i>Employee Training</i>	950	1,975	950
<i>Meeting & Interpreter</i>	883	0	0
TOTAL CATEGORY V	936,243	883,925	957,820
GRAND TOTAL EXPENSES	6,055,120	5,698,312	5,695,423

TRS Monthly Incoming Calls			
Total Incoming Calls July 2017 – June 2018		Total Incoming Calls July 2018 – June 2019	
Jul	59,216	Jul	72,127
Aug	60,475	Aug	76,603
Sept	62,921	Sept	68,023
Oct	124,217	Oct	77,496
Nov	83,607	Nov	80,304
Dec	85,919	Dec	90,735
Jan	103,493	Jan	102,889
Feb	81,053	Feb	82,831
Mar	81,825	Mar	81,932
Apr	69,579	Apr	81,520
May	69,140	May	80,770
Jun	64,494	Jun	72,797
Total	945,939	Total	968,027

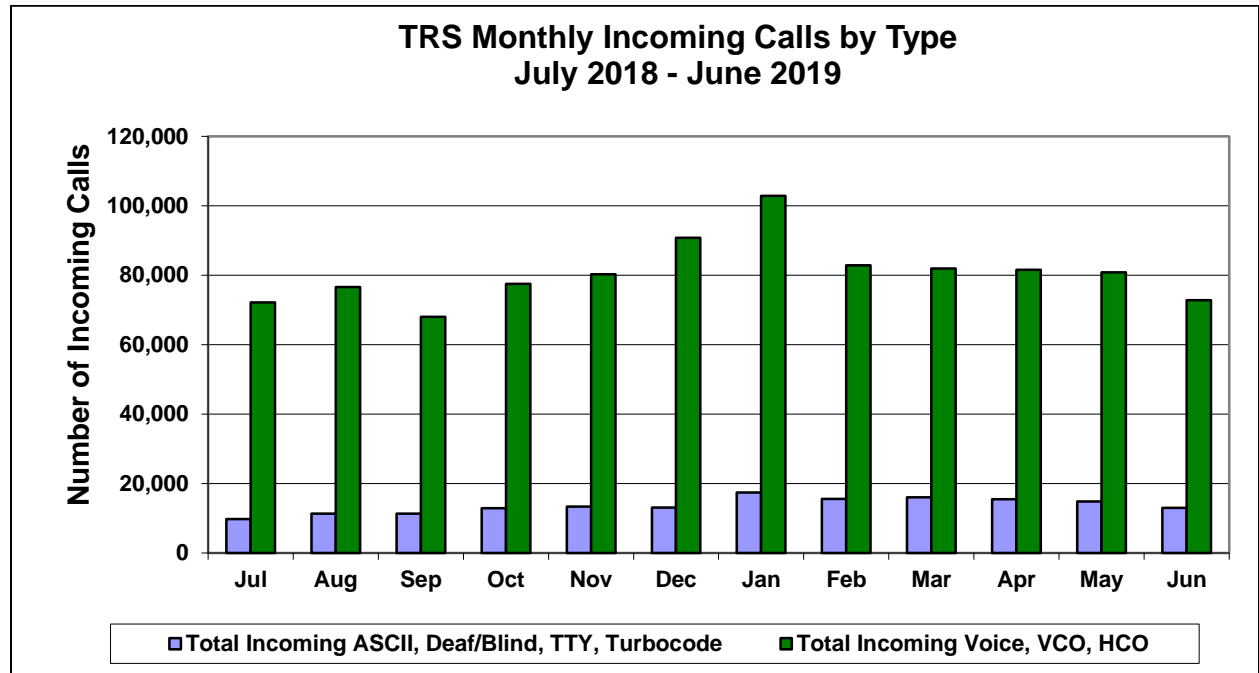
Source: Sprint Accessibility Telecommunications Relay Services Report – Florida Traffic Pattern Statistics – July 2017-June 2019.



Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics – July 2017-June 2019.

TRS Monthly Incoming Calls by Type July 2018 – June 2019										
Month	ASCII	Deaf/Blind Baudot	TTY	Turbo-code	Total ASCII, Deaf/Blind Baudot, TTY, Turbocode	Voice	VCO	HCO	Total Voice, VCO, HCO	Total Incoming Calls
Jul	636	1	9,038	88	9,763	60,972	1,352	40	62,364	72,127
Aug	629	1	10,570	75	11,275	63,822	1,471	35	65,328	76,603
Sep	715	0	10,485	89	11,289	55,394	1,271	68	56,733	68,022
Oct	430	2	12,349	91	12,872	63,356	1,247	21	64,624	77,496
Nov	485	0	12,703	102	13,290	65,641	1,357	16	67,014	80,304
Dec	453	0	12,518	121	13,092	76,387	1,226	30	77,643	90,735
Jan	464	0	16,867	101	17,432	84,237	1,196	24	85,457	102,889
Feb	497	1	14,987	66	15,551	66,048	1,203	29	67,280	82,831
Mar	760	3	15,211	67	16,041	64,695	1,161	35	65,891	81,932
Apr	367	0	15,035	48	15,450	65,001	1,045	24	66,070	81,520
May	431	0	14,278	56	14,765	65,113	876	16	66,005	80,770
Jun	429	1	12,492	56	12,978	58,864	949	6	59,819	72,797
Total	6,296	9	156,533	960	163,798	789,530	14,354	344	804,228	968,026

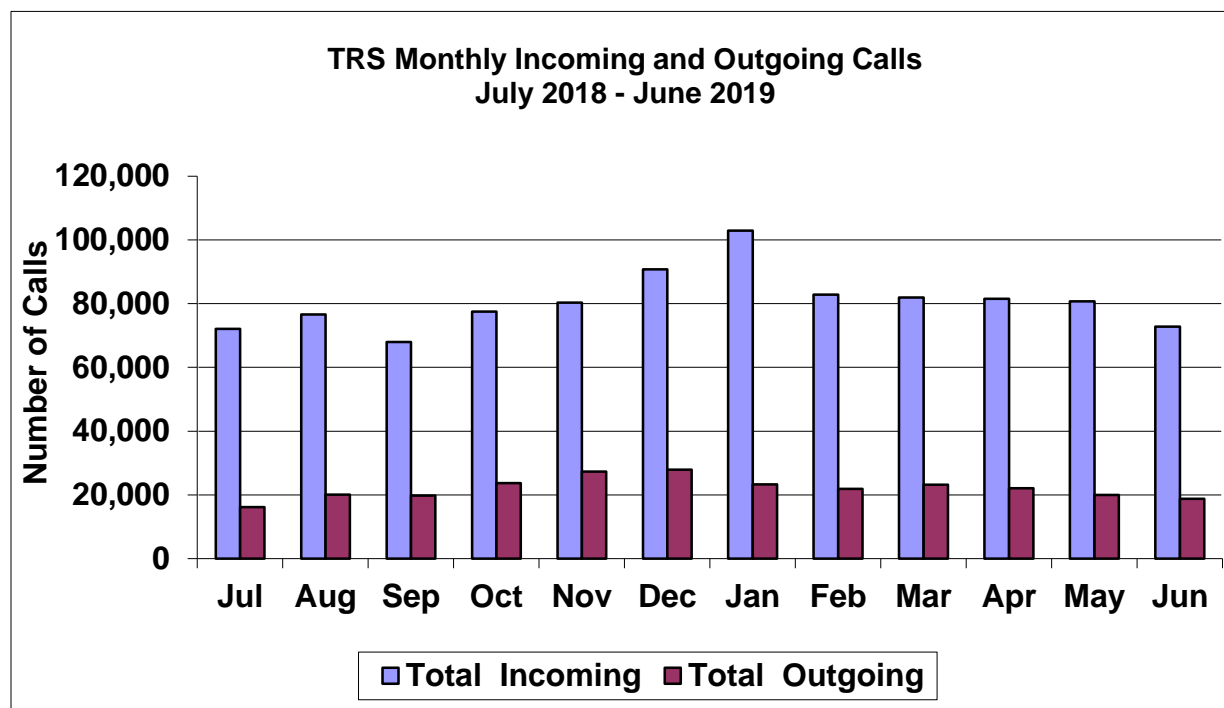
Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2018-June 2019.



Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2018-June 2019.

TRS Monthly Incoming and Outgoing Calls July 2018 – June 2019				
Month	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jul	72,127	3,436	12,716	16,152
Aug	76,603	4,887	15,209	20,096
Sep	68,023	4,370	15,427	19,797
Oct	77,496	5,494	18,222	23,716
Nov	80,304	6,258	21,107	27,365
Dec	90,735	6,739	21,174	27,913
Jan	102,889	5,541	17,733	23,274
Feb	82,831	5,079	16,801	21,880
Mar	81,932	6,154	17,030	23,184
Apr	81,520	5,709	16,379	22,088
May	80,770	4,975	15,064	20,039
Jun	72,797	4,336	14,491	18,827
Total	968,027	62,978	201,353	264,331

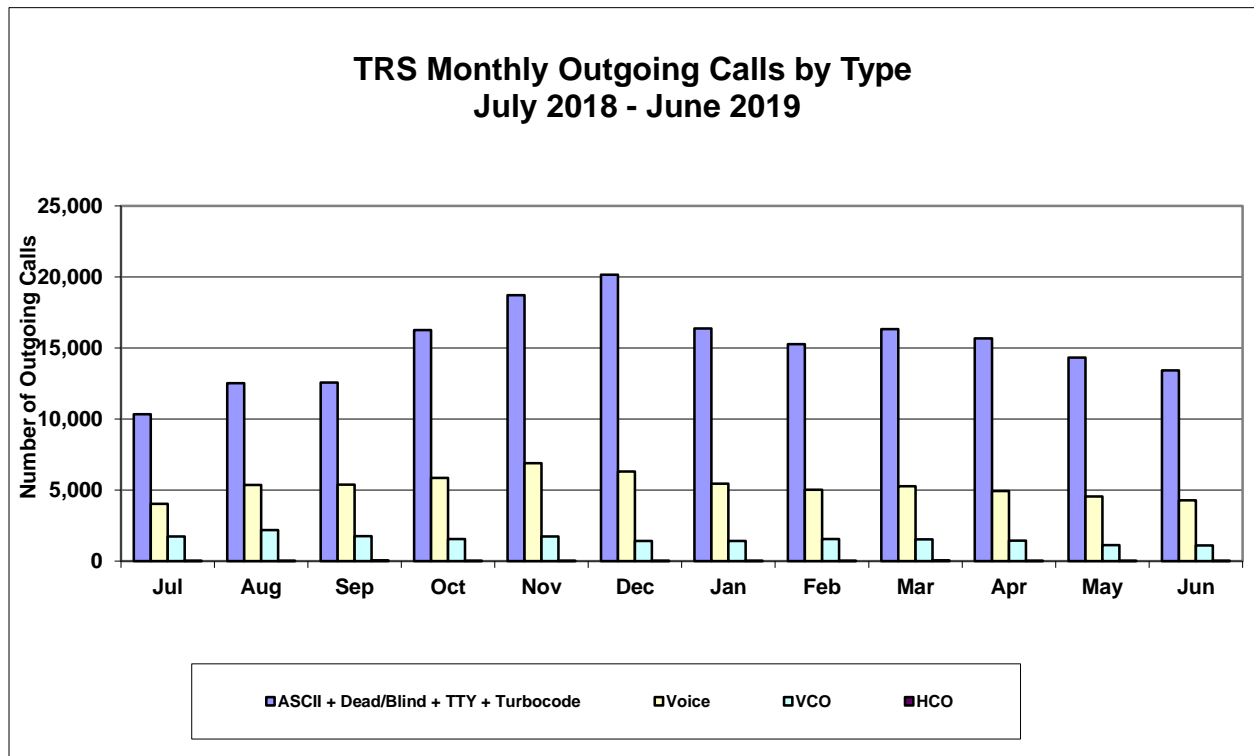
Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2018-June 2019.



Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2018-June 2019.

TRS Monthly Outgoing Calls by Type July 2018 – June 2019										
Month	ASCII	Deaf/ Blind Baudot	TTY	Turbo- code	Total ASCII, Deaf/Blind, Baudot, TTY, Turbo- code	Voice	VCO	HCO	Total Voice, VCO, HCO	Total Outgoing Calls
Jul	181	0	10,069	81	10,331	4,032	1,749	40	5,821	16,152
Aug	392	2	12,068	50	12,512	5,369	2,182	33	7,584	20,096
Sep	459	0	12,023	86	12,568	5,393	1,768	65	7,226	19,794
Oct	186	11	15,979	87	16,263	5,872	1,559	22	7,453	23,716
Nov	193	0	18,430	79	18,702	6,902	1,742	19	8,663	27,365
Dec	187	0	19,837	124	20,148	6,319	1,417	29	7,765	27,913
Jan	181	0	16,050	129	16,360	5,465	1,423	26	6,914	23,274
Feb	237	2	14,965	64	15,268	5,027	1,554	31	6,612	21,880
Mar	384	15	15,875	52	16,326	5,277	1,534	47	6,858	23,184
Apr	163	0	15,474	35	15,672	4,942	1,451	23	6,416	22,088
May	181	0	14,117	17	14,315	4,563	1,141	20	5,724	20,039
Jun	186	2	13,224	5	13,417	4,285	1,120	5	5,410	18,827
Total	2,930	32	178,111	809	181,882	63,446	18,640	360	82,446	264,328

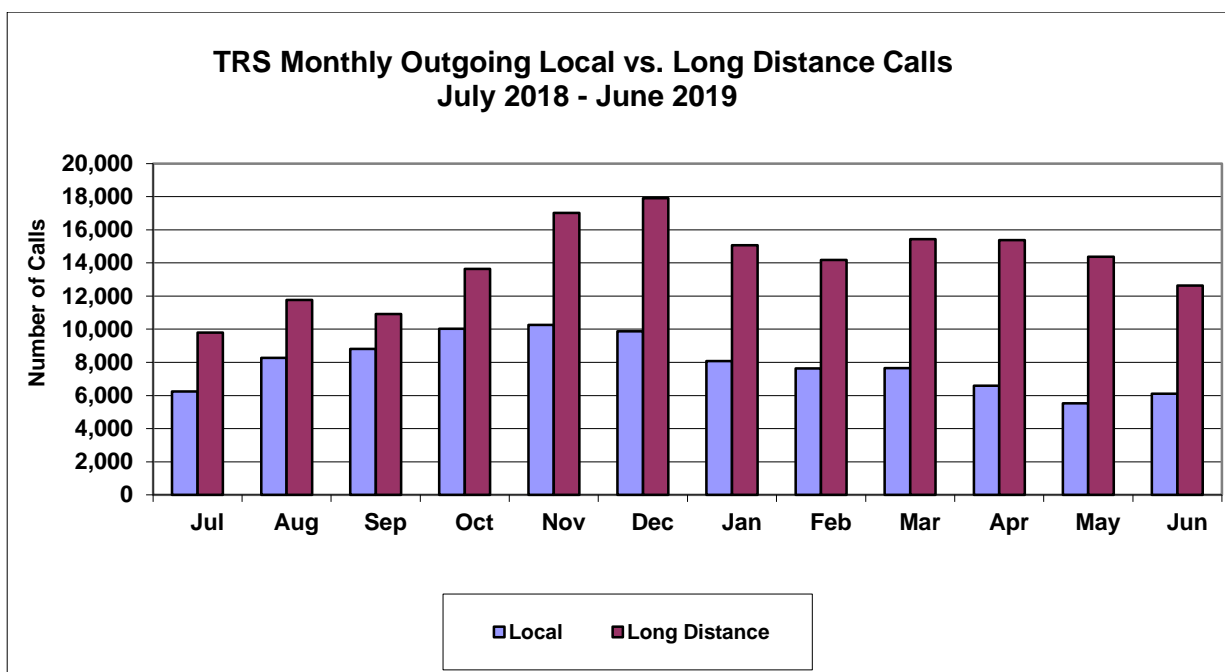
Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2018-June 2019.



Source: Sprint Accessibility Relay Services Report – Florida Traffic Pattern Statistics - July 2018-June-2019.

TRS Monthly Outgoing Local vs. Long Distance Calls July 2018 – June 2019 ¹⁰							
Month	Toll Free	Intrastate Intralata	Intrastate Interlata	Interstate	International	Total Long Distance	Local
Jul	1,138	543	6,450	1,598	68	9,797	6,244
Aug	1,473	756	7,113	2,401	28	11,771	8,263
Sep	1,491	464	6,468	2,465	29	10,917	8,805
Oct	1,618	659	8,269	3,050	46	13,642	10,033
Nov	1,753	598	9,743	4,877	54	17,025	10,255
Dec	1,446	766	10,516	5,051	133	17,912	9,880
Jan	1,951	320	8,550	4,200	55	15,076	8,084
Feb	1,712	443	8,485	3,497	43	14,180	7,624
Mar	1,380	612	9,113	4,237	95	15,437	7,650
Apr	1,208	824	9,574	3,690	81	15,377	6,580
May	1,231	827	8,727	3,533	45	14,363	5,519
Jun	1,009	742	7,389	3,435	59	12,634	6,102
Total	17,410	7,554	100,397	42,034	736	168,131	95,039

Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2018-June 2019.

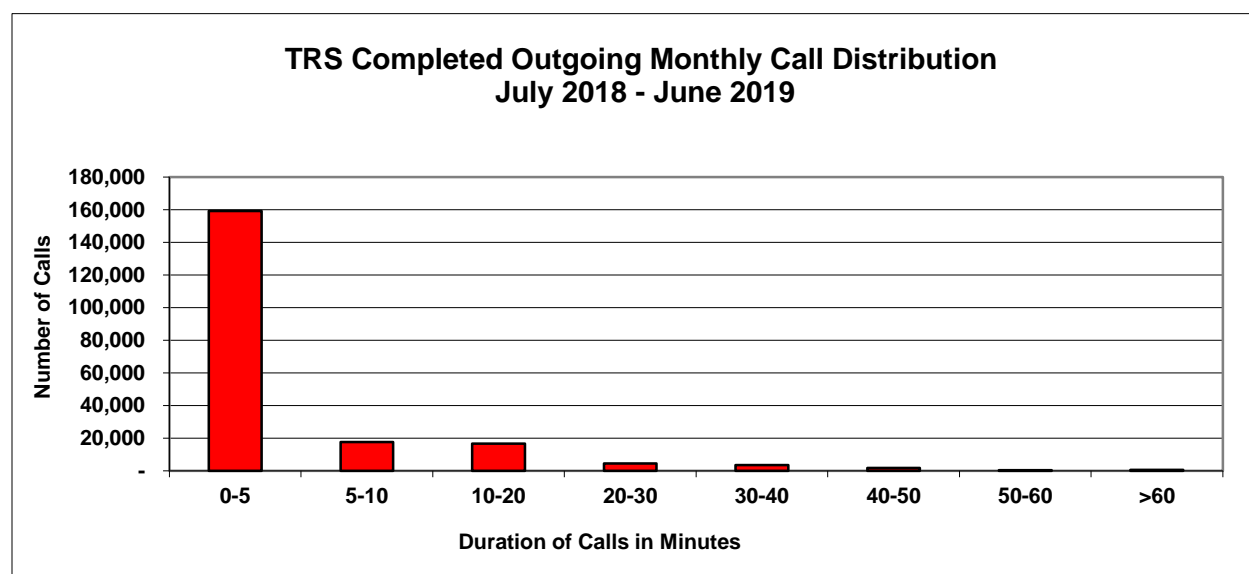


Source: Sprint Accessibility Relay Services Report – Intrastate/Interstate for FL - July 2018-June 2019.

¹⁰ Does not include Directory Assistance Calls.

TRS Completed Outgoing Monthly Call Distribution July 2018 – June 2019								
In Minutes								
Month	0-5	5-10	10-20	20-30	30-40	40-50	50-60	>60
Jul	9,808	1,343	1,026	293	120	58	23	45
Aug	11,642	1,466	1,495	355	124	54	30	43
Sep	11,827	1,408	1,547	373	140	65	26	41
Oct	14,216	1,645	1,724	360	129	59	26	63
Nov	17,134	1,677	1,589	377	143	92	27	68
Dec	17,498	1,578	1,458	369	121	76	38	36
Jan	14,138	1,490	1,452	356	143	73	29	52
Feb	13,307	1,457	1,359	384	156	73	30	35
Mar	13,456	1,502	1,362	399	182	66	29	34
Apr	12,880	1,534	1,329	369	152	76	18	21
May	11,841	1,314	1,155	438	182	83	20	31
Jun	11,473	1,196	1,062	386	198	84	68	24
Total	159,220	17,610	16,558	4,459	1,790	859	364	493

Source: Sprint Accessibility Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2018-June 2019.



Source: Sprint Accessibility Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2018-June 2019.

TRS Billable Minutes and Charges July 2018 – June 2019		
Month	TRS Minutes of Use	TRS Charges (\$)
Jul	91,476	\$123,493
Aug	99,821	\$134,758
Sept	98,080	\$132,408
Oct	110,728	\$149,483
Nov	110,500	\$149,175
Dec	110,748	\$149,510
Jan	113,615	\$153,380
Feb	100,970	\$100,969
Mar	100,030	\$135,040
Apr	97,081	\$131,059
May	95,634	\$129,106
Jun	93,571	\$126,321
Total	1,222,254	\$1,614,702

Source: Sprint Accessibility Monthly Traffic Report

CapTel Billable Minutes and Charges July 2018 – June 2019		
Month	CapTel Minutes of Use	CapTel Charges (\$)
Jul	51,221	\$86,563
Aug	53,437	\$90,309
Sept	49,483	\$83,626
Oct	47,413	\$80,128
Nov	46,873	\$79,215
Dec	49,301	\$83,319
Jan	48,632	\$82,188
Feb	40,287	\$68,085
Mar	41,411	\$69,985
Apr	38,276	\$64,686
May	40,681	\$68,751
Jun	40,544	\$68,519
Total	547,559	\$925,374

Source: Sprint Accessibility Monthly Traffic Report

Glossary

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

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

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

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

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

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

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

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

Internet Protocol Captioned Telephone Service (IP CTS): A form of TRS that allows a person who can speak but cannot hear well to use an IP enabled telephone to simultaneously listen and read what the other party to the call is saying.

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

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

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

TDD: The Telecommunications Device for the Deaf is a type of machine that allows people who are deaf, hard of hearing, or speech impaired to communicate over the phone using a keyboard and a viewing screen.

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

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

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

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

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

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

Video Relay Service: A telecommunications relay service that allows people with hearing or speech disabilities and who use sign language to communicate with voice telephone users through video equipment. The video link allows the Communications Assistant to view and interpret the party's signed conversation and then relay the conversation back and forth with a voice caller.

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