

APRIL 2011

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ROUGH DRAFT

MISSOURI RELAY

ADVISORY COUNCIL MEETING

Wednesday, April 20, 2011

at Governor's Office Bldg.

Jefferson City, Missouri

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MR. CECIL: ANYBODY NEED AN AGENDA? ANYBODY NEED AN AGENDA?

MR. SELZNICK: DANA, IT LOOKS LIKE TRACY WANTS TO BE CALLED AT A CERTAIN NUMBER. SHE JUST TEXTED ME HER NUMBER.

MR. CECIL: LET'S GO AHEAD AND GET STARTED. WHILE DANA TRIES TO GET AHOLD OF TRACY. I WOULD LIKE TO INTRODUCE OURSELVES. WE HAVE THE NAME CARDS.

INTRODUCTIONS: I'M A WALT CECIL. I'M A MEMBER OF THE COMMISSION STAFF. AND I'M MEGHAN MCCLOWRY, ATTORNEY FOR THE STAFF. SHERRY MASON. I'M LINDA BAKER. I'M MIKE. YES, I'M DENNIS SELZNICK, AND I'M THE ACCOUNT MANAGER FOR RELAY MISSOURI, SO I WILL BE DOING A PRESENTATION TODAY

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ON WHAT THE STATUS IS OF OUR RELAY  
MISSOURI ACCOUNT. I'M LEWIS MILLS,  
AND I'M THE DIRECTOR OF THE OFFICE  
OF THE PUBLIC COUNSEL. GOOD  
MORNING. I'M RIC TELTHORST WITH

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TELECOMMUNICATIONS INDUSTRY  
ASSOCIATION. AND I'M MARTY EXLINE,  
DIRECTOR AT THE MISSOURI ASSISTIVE  
TECHNOLOGY. STACY BRADY, AND I AM  
THE PROGRAM COORDINATOR OF TAP FOR  
TELEPHONE AT MISSOURI ASSISTIVE  
TECHNOLOGY. AND JOHN VANESCHEN. I  
MANAGE THE TELECOMMUNICATIONS  
DEPARTMENT HERE AT THE COMMISSION.  
AND JUST TO LET EVERYBODY KNOW,  
MEGHAN IS THE NEW ERIC. ERIC WAS  
OUR ATTORNEY ASSIGNED TO RELAY  
MISSOURI MATTERS, AND ERIC HAS  
SINCE LEFT THE COMMISSION AND GONE  
ON TO BIGGER AND BETTER THINGS.  
MEGHAN IS OUR NEW ATTORNEY ASSIGNED  
TO RELAY MISSOURI.

MR. MILLS: THAT'S SORT OF BEEN  
THE NATURE OF CONTINUOUS  
IMPROVEMENT. VERY NICE.

MS. MISHLER: HAS EVERYONE  
INTRODUCED THEMSELVES?

MR. CECIL: WE'RE DOING THAT  
NOW, TRACY AND THEN WE HAVE DANA  
PARISH, ALSO A MEMBER OF THE

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COMMISSION STAFF. AND THEN WE HAVE TRACY MISHLER ON THE PHONE. AND I DON'T THINK WE'VE YET CALLED IT TO ORDER YET, TRACY. DO YOU WANT TO DO THAT?

MS. MISHLER: I DIDN'T HEAR YOU. I'M SORRY.

MR. MILLS: WOULD YOU LIKE TO CALL US TO ORDER?

MS. MISHLER: YES, I WOULD LIKE TO CALL US TO ORDER, AND I APOLOGIZE THAT I TOTALLY MESSED UP MY SCHEDULE. BUT JUST SO THAT YOU ALL UNDERSTAND, I AM DOING -- I'M GIVING A WEBINAR PRESENTATION FROM 12 TO TWO TODAY, AND THAT'S WHY I COULD NOT BE THERE, SO I APOLOGIZE. I THINK IT WOULD BE EASIER IF WE PLACED SOMEONE THAT'S THERE IN THE ROOM IN CHARGE OF RUNNING THE MEETING, AND I WILL JUST PARTICIPATE THIS TIME. WOULD ANYONE LIKE TO VOLUNTEER FOR THAT?

MR. CECIL: TRACY, THE FIRST ITEM ON THE AMENDED AGENDA IS THE

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ELECTION OF A VICE-CHAIR, AND SO IF WE GO AHEAD AND WORK THROUGH THAT,

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THEN WE CAN HAVE OUR PERSON TO RUN  
THE MEETING. WHY DON'T WE DO THAT.

MS. MISHLER: THAT'S A GREAT  
IDEA.

MR. CECIL: WE NEED TO ELECT A  
VICE-CHAIR. IS ANYONE INTERESTED  
IN SERVING AS VICE-CHAIR AMONG THE  
APPOINTED MEMBERS? MICHAEL, LINDA,  
SHERRY? I GUESS THAT'S ALL WE HAVE  
RIGHT NOW.

MS. BAKER: IF NO ONE  
VOLUNTEERS, I WAS HOPING THAT RIC  
WILL VOLUNTEER.

MR. TELTHORST: I DON'T THINK  
I'M ELIGIBLE.

MS. BAKER: WHAT DO YOU MEAN?

MR. CECIL: RIC IS NOT AN  
APPOINTED MEMBER.

MS. BAKER: EXCUSE ME. SO THIS  
IS WHAT WE HAVE.

MR. CECIL: RIGHT NOW. I  
SUPPOSE WE COULD NOMINATE LESLIE  
TURNER, BUT SHE'S NOT HERE RIGHT

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NOW, AND I THINK THAT WOULD BE IN  
POOR TASTE.

MS. MISHLER: THIS IS TRACY.  
DIDN'T LESLIE SAY THAT SHE WAS  
GOING TO BE ROTATING OFF BECAUSE OF  
OTHER COMMITMENTS?

MS. BAKER: I DON'T RECALL

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THAT.

MS. PARISH: I BELIEVE SO.

MS. BAKER: MY SUGGESTION IS DO WE HAVE TO ELECT A VICE-CHAIR IN THIS MEETING. CAN WE FIND OUT -- WHO ARE WE MISSING? WHO ARE THE APPOINTED MEMBERS THAT WE'RE MISSING?

MR. CECIL: YOU THREE AND LESLIE. WE HAVE VACANCIES FOR EVERYTHING ELSE.

MS. BAKER: OH, I SEE. I DON'T KNOW IF YOU WANT TO CHECK WITH LESLIE, BUT IF LESLIE IS NOT AVAILABLE, I WILL STEP IN AS VICE-CHAIR. IF NOBODY ELSE WANTS IT. IT IS NOT THAT I WANT IT. I WOULD LIKE TO GET IT DONE.

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MR. CECIL: ANYONE? USUALLY WE HAVE AN ELECTION, A BALLOTTED ELECTION. SHOULD WE DO THIS BY ACCLAMATION? SO YOU ARE THE NEW VICE-CHAIR, AND NOW YOU CAN RUN THE MEETING. CONGRATULATIONS.

MR. TELTHORST: WONDERFUL CAMPAIGN. YOU MADE GOOD ON YOUR CAMPAIGN PLEDGE.

MS. MISHLER: I COULD TAKE CARE OF JUST A FEW BUSINESS ITEMS THAT

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PERTAIN TO ME TODAY, I WILL BE  
GETTING OFF THIS CALL AT QUARTER  
TILL 12. HAVE A GREAT LUNCH, AND  
THEN CAN YOU ALL CALL ME BACK AT  
THIS NUMBER AT TWO.

MS. PARISH: YES. I CAN DO  
THAT.

MS. MISHLER: GREAT. AND ALSO  
THAT MEANS THAT I'M PROBABLY GOING  
TO MISS YOUR REPORT, WHICH I'M VERY  
BUMMED OUT ABOUT, SO I'M WONDERING  
AT THE END OF THE DAY IF YOU, AND I  
CAN TOUCH BASE BY E-MAIL OR  
SOMETHING AND MAYBE SCHEDULE A TIME

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FOR US TO GET TOGETHER WHEN YOU ARE  
IN ST. LOUIS.

MR. SELZNICK: THIS IS DENNIS,  
THAT WILL BE POSSIBLE. ABSOLUTELY.

MS. MISHLER: LINDA, TAKE IT  
AWAY.

MS. BAKER: I THOUGHT YOU WERE  
GOING TO HANDLE IT FOR THE MORNING.  
THE SECOND ITEM IS EQUIPMENT  
PROGRAM UPDATE.

MR. EXLINE: YOU ALL GO AHEAD A  
START. STACY WAS GOING TO GO OVER  
SOME OF THE NEW PHONES AND ALSO  
SOME OF THE TROUBLESHOOTING SHE'S  
BEEN INVOLVED WITH IN TERMS OF  
DIGITAL AND SOME OTHER ISSUES WITH

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CONSUMERS FOR SOME OF THE PHONES.  
THEN I ALSO WANTED TO TALK -- WE'VE  
BEEN LOOKING AT INVESTIGATING  
WIRELESS PROGRAMS IN OTHER STATES  
LOOKING AT WHAT KINDS OF CALLING  
PLANS ARE AVAILABLE, WHAT KINDS OF  
ACCESSIBILITY FEATURES ARE  
AVAILABLE ON DIFFERENT PHONES.  
WE'VE ALSO BEEN LOOKING AT STATES

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AND WHAT KINDS OF POLICIES THEY  
HAVE HAD, WHAT KINDS OF EQUIPMENT  
THEY ARE COVERING, WHETHER THEY ARE  
GETTING ANY TYPE OF SUBSIDY FOR  
SERVICES AND THAT KIND OF THING.  
RIGHT NOW THERE ARE 13 STATES WHO  
HAVE EQUIPMENT DISTRIBUTION  
PROGRAMS THAT PROVIDE SOME KIND OF  
WIRELESS. ONE STATE, MAINE, THE  
ONLY STATE THEY COVER IS PAGERS. A  
COUPLE OF STATES, ALL THEY COVER  
ARE JITTERBUG PHONES. THERE ARE 30  
STATES THAT DON'T PROVIDE ANY TYPE  
OF WIRELESS, AND THERE ARE FIVE  
THAT ARE CONSIDERING IT, INCLUDING  
MISSOURI. WE'RE LOOKING AT ALL  
SORTS OF DIFFERENT THINGS. I WILL  
PASS IT AROUND. IT KIND OF  
OUTLINES, SHOWS WHICH STATES ARE  
NOT COVERING ANY TYPE OF WIRELESS,

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WHICH STATES ARE AND THE PHONES,  
TYPES OF PHONES THEY ARE COVERING,  
AND THEN WHICH STATES ARE  
CONSIDERING IT. SO THEN WE'RE  
LOOKING AT ALL SORTS OF OTHER

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THINGS LIKE WHAT ARE THE  
ELIGIBILITY CRITERIA, WHAT ARE --  
WHAT'S THE INCOME CRITERIA, WHAT  
ARE THE REQUIREMENTS AS FAR AS  
DISABILITY AND ALL OF THOSE THINGS.  
HOW THE PROGRAMS ARE STRUCTURED,  
HOW THEY ARE STRUCTURED THEIR RFPS  
FOR THE DIFFERENT SERVICES,  
DIFFERENT PHONES THEY ARE  
PROVIDING, AND THEN THE OTHER THING  
WE'RE LOOKING AT AND REALLY GOING  
TO BE FOCUSING ON IN THE NEXT  
COUPLE OF MONTHS IS THE NATIONAL  
DEAF/BLIND EQUIPMENT DISTRIBUTION  
PROGRAM, WHICH IS PART OF THE 21ST  
CENTURY ACT, THAT I THINK DENNIS IS  
GOING TO TALK A LITTLE BIT ABOUT  
TOO. WE'RE GOING TO BE WORKING  
WITH SOME OF THE FOLKS ON THE  
DEAF/BLIND TASK FORCES IN TERMS OF  
WHAT TYPES OF EQUIPMENT, WHAT TYPES  
OF SOFTWARE TO COVER, AND GETTING  
THAT INFORMATION TO THE FCC IN  
TERMS OF THOSE APPLICATIONS. SO  
THAT'S SOMETHING THAT PROBABLY IN



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THE NEXT FEW MONTHS THAT WE'RE GOING TO BE WORKING ON, AS WELL AS LOOKING MORE AT OTHER STATES IN TERMS OF THEIR WIRELESS PROGRAMS AND SEEING EXACTLY WHAT THEIR ISSUES ARE, WHAT SUCCESSES THEY HAVE HAD, WHAT PROBLEMS THEY HAVE RUN INTO. DO YOU WANT TO TALK A LITTLE BIT ABOUT WHAT YOU'VE BEEN DOING IN TERMS OF PHONES, TROUBLESHOOTING AND EVERYTHING ELSE?

MS. BRADY: RECENTLY WE HAVE CHANGED OUT A COUPLE OF THE PHONES ON THE PROGRAM. ONE OF THEM BEING A CORDLESS AMPLIFIED PHONE THAT NOW ALSO IS WORKING WELL WITH PEOPLE WITH LOW VISION. WE INTRODUCED IT AT POWER-UP LAST WEEK. WE'RE HOPING TO ADD IT TO OUR DATA BASE SOON SO WE CAN GET THOSE ORDERS OUT SO PEOPLE ARE GETTING TO TRY THEM TO MAKE SURE THEY ARE USABLE. SO FAR THE RESPONSE HAS BEEN REALLY GOOD. THEY ARE EXCITED ABOUT THIS

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NEW PHONE. COMING THIS SUMMER WE HAVE TWO MORE PHONES THAT ARE BEING

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CHANGING, INCLUDING ONE OF THEM THAT IS FOR PEOPLE WHO HAVE SPINAL CORD INJURIES. THEY HAVE COMPLETELY REFORMATTED THAT. AND THERE IS ANOTHER AMPLIFIED PHONE THAT WE'LL BE CHANGING. SOME OF THE PROBLEMS WE'RE HAVING, HOWEVER, HAS TO DO WITH WHERE DIGITAL IS COMING INTO PLAY IN A LOT OF OUR COMMUNITIES. IN WARRENSBURG, SEDALIA AREA, WE HAVE A LARGE POPULATION THAT ARE ON CHARTER COMMUNICATIONS, AND IT'S NOT LINKING UP TO MOST OF OUR CAPTION PHONES. WE ALSO HAVE A POCKET OUTSIDE OF ST. LOUIS THAT WE'RE AWARE OF, AND THERE ARE WIDESPREAD AREAS UP ALONG THE IOWA STATE LINE.

MS. MISHLER: EXCUSE ME, THIS IS TRACY. I DIDN'T UNDERSTAND WHAT YOU WERE JUST SAYING. WHAT WAS THE PROBLEM?

MS. BRADY: IT HAS TO DO WITH

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THE DIGITAL LINES VERSUS ANALOG LINES. THEY ARE NOT COMPATIBLE TO CAPTION PHONES. WE'RE HAVING PROBLEMS GETTING AROUND THAT AND RIGHT NOW WE ARE -- UNLESS THEY HAVE INTERNET SERVICE, THEY ARE KIND OF STUCK WHEN IT COMES TO

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CAPTION LINES BECAUSE THEY HAVE TO BE ON A FAX QUALITY TYPE OF MODEM STYLE. SO WE'VE BEEN PUSHING PEOPLE OVER TO IP RELAY AND TO THE CAPTEL 800 IS BECAUSE THOSE WILL WORK WITH INTERNET. WALTER.

MR. CECIL: THANKS. I'M JUST NOT SURE WHAT YOU MEAN BY A CAPTION PHONE. ARE YOU TALKING ABOUT THE CAPTEL DEVICE?

MS. BRADY: WE'RE TALKING ABOUT TTY, HEARING, VOICE, ALL CAPTION PHONES, AND IT'S PRESENTING A HUGE PROBLEM. THERE IS ALSO A POCKET OUTSIDE OF ST. LOUIS, IF I HADN'T MENTIONED THAT. DENNIS IS SHAKING HIS HEAD. WE'RE FINDING SOME UNIQUE WAYS TO GET AROUND IT, BUT

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WE'RE STILL STUCK. AND ONE OF THE THINGS WE'RE GOING BACK IS ASKING CONSUMERS WHAT KIND OF PHONE YOU NEED TO CALL YOUR PHONE COMPANY TO FIND OUT IF YOU ARE ON DIGITAL OR ANALOG BECAUSE IT IS LIMITING OUR CHOICES.

MS. BAKER: SINCE I PARTICIPATED IN POWER-UP LAST WEEK, AND I BELIEVE I WAS IN YOUR BREAKOUT SESSION AS WELL AS MARTY,

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HAS THE BROADBAND -- DOES THE BROADBAND GROUP KNOW ABOUT THIS, THE PUSH FOR BROADBAND ACROSS THE STATE OF MISSOURI, DO THEY KNOW THAT PEOPLE WHO ARE HARD OF HEARING OR LOW VISION DON'T HAVE ACCESS TO DIGITAL LINES?

MR. EXLINE: IT IS NOT REALLY A MOBROADBAND ISSUE. IT IS NOT JUST IN MISSOURI. ACROSS THE COUNTRY PEOPLE ARE HAVING THE SAME PROBLEMS WHEN THEY ARE SWITCHING OVER TO DIGITAL.

MS. BRADY: WE HAVE ACTUALLY

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NARROWED IT DOWN TO SEVERAL COMPANIES. AS OUR DRIVE IN HEARING I WAS CRINGING THE WHOLE WAY BECAUSE ONE OF THE COMPANIES IS IN JEFF CITY, AND IT'S A MAJOR PHONE PROVIDER FOR THE AREA.

MR. EXLINE: CENTURY. I SAW THE TRUCK GO BY.

MS. BRADY: SO WE'RE HOPING SOME OF THIS WE'LL BE ABLE TO FIGURE OUT A WAY TO GET OTHERS OUT THERE AWARE OF WHAT'S GOING ON AND FIGURING A SOLUTION TO THIS.

MR. VANESCHEN: STACY, JUST SO I'M CLEAR. THERE ARE CERTAIN COMPANIES IF THEY PROVIDE DIGITAL

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SERVICE, SOME OF THE CAPTION PHONES  
JUST DON'T WORK?

MS. BRADY: THAT'S CORRECT.

MR. VANESCHEN: IT IS NOT ALL  
COMPANIES THAT OFFER DIGITAL  
SERVICES? IT IS ONLY SOME  
COMPANIES THAT OFFER DIGITAL  
SERVICES?

MS. BRADY: CORRECT. IF YOU

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ARE GOING THROUGH THE INTERNET, IF  
YOU HAVE, LIKE, INTERNET, IT IS  
FINE. BUT THERE ARE FOUR COMPANIES  
IN MISSOURI WE'RE AWARE OF RIGHT  
NOW THAT WE HAVE PROBLEMS.

MR. VANESCHEN: WHO ARE THE  
FOUR?

MS. BRADY: CHARTER  
COMMUNICATIONS, EMBARQ, CENTURY  
LINK AND CENTURY TEL.

MR. TELTHORST: THOSE THREE  
THAT YOU MENTIONED ARE ALL THE SAME  
CARRIER, CENTURY LINK?

MS. BRADY: CORRECT.

MR. TELTHORST: I APOLOGIZE.  
WHEN YOU SAY DIGITAL --

MS. BRADY: ESSENTIALLY WHAT IS  
GOING INTO VOIP.

MR. TELTHORST: SO VOIP WILL  
NOT SUPPORT THE DEVICE?

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MS. BRADY: CORRECT.

MR. SELZNICK: MY

UNDERSTANDING -- THIS IS DENNIS.  
MY UNDERSTANDING BECAUSE OF THE TTY  
TONES AND CAPTEL SERVICE USES A

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MODEM EQUIVALENT WHEREAS WITH THE  
CAPTEL 800-I, IT USES THE PHONE  
SERVICE AND USES DATA AND IT TAKES  
IT OFF THE PHONE LINE. IT DOESN'T  
DO TTY TONES AND MODEM TONES VERY  
WELL. THAT'S WHERE THE ISSUE IS  
COMING FROM.

MR. TELTHORST: AND I WOULD  
THINK THAT CENTURY LINK HAS SOME  
IP, BUT THEY ALSO HAVE TRADITIONAL  
PSTN SERVICE AS WELL.

MS. BRADY: IN SOME AREAS.

MR. TELTHORST: IN MANY AREAS.

MS. BRADY: SOME OF OUR MORE  
RURAL AREAS, THIS IS WHERE WE'RE  
HAVING A PROBLEM.

MS. MISHLER: THIS IS TRACY.  
I'M CONFUSED WHY IT WOULD BE --  
BECAUSE OF THE EXPLANATION I THINK  
DENNIS GAVE, WHY IT WOULD BE A  
PROBLEM WITH ONLY SOME COMPANIES.

MR. TELTHORST: IT IS A PROBLEM  
WITH THE TECHNOLOGY.

MS. BRADY: RIGHT.

MR. TELTHORST: ANY COMPANY

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COULD USE THAT TECHNOLOGY AND IT WOULD BE A PROBLEM.

MS. BAKER: IS THAT BECAUSE THEY HAVEN'T UPGRADED THEIR TECHNOLOGY FOR DIGITAL?

MR. TELTHORST: IT IS THE OTHER WAY. IT IS BECAUSE THE DEVICE WAS NOT DEVELOPED FOR IP TELEPHONY. SO THE DEVICE IS KIND OF BEHIND THE TECHNOLOGY.

MS. BRADY: CORRECT. THE DEVICES, AGAIN, TTYS, EVEN THOUGH YOU CAN PUT SOME OF THEM IN DIGITAL, IT IS ONE WAY. YOU EITHER GET COMMUNICATION CLEAR GOING IN OR CLEAR GOING OUT BUT NOT VICE VERSA. I'VE ACTUALLY HOOKED UP TTY TO DO SOME STUFF. IT SENDS OUT GREAT. WHEN I RECEIVE SOMETHING, IT COMES ACROSS TOTALLY GARBLED. IT DOES NOT CONVERT ON THAT DIGITAL CONVERSION.

MS. BAKER: SO HOW CAN WE SOLVE THIS PROBLEM?

MS. BRADY: THAT'S MY PROBLEM

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I'M HAVING. THAT'S WHY WE'VE BEEN REFERRING THROUGH, WHEN WE CAN, TO

THE IP RELAY, BUT, AGAIN, THEY HAVE TO HAVE INTERNET.

MS. BAKER: IS THAT SOMETHING THAT THE TELEPHONE COMMUNICATION INDUSTRY, IS THAT SOMETHING THAT YOU CAN ADDRESS?

MR. TELTHORST: WELL, I DON'T KNOW THE SPECIFICS OF THIS. I'M JUST TRYING TO THINK THROUGH IT. I DON'T KNOW. IT SOUNDS LIKE THE DEVICES ARE NOT COMPATIBLE WITH ANY KIND OF IP TELEPHONY.

MS. BRADY: CORRECT.

MR. TELTHORST: SO ANY CARRIER WHO USES IP, THOSE DEVICES ARE NOT GOING TO BE -- WELL, IS THERE AN EFFORT TO CHANGE THE DEVICES?

MS. BRADY: TTYS ARE PRETTY MUCH ON THEIR WAY OUT ANYWAY. SO YEAH, ESSENTIALLY THE ONLY WAY YOU ARE GOING TO HAVE TTY CAPABILITY OR CAPTION CAPABILITY IS GOING TO BE WITH SOMEBODY WHO HAS INTERNET

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BECAUSE THEY ARE STILL GOING TO HAVE THE MODEM COMMUNICATION.

MR. TELTHORST: I DON'T KNOW ENOUGH ABOUT THE TECHNICAL ASPECTS OF IT TO BE CONVERSANT. BUT ARE YOU TALKING WITH SOMEBODY AT CENTURY LINK ON THE OPERATION SIDE?



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MS. BRADY: NO.

MR. EXLINE: WE'RE WORKING WITH TELTEX, WHO IS A VENDOR FOR A LOT OF OUR EQUIPMENT TO TRY TO FIGURE OUT FIXES. IT IS SOMETHING THAT IF YOU LOOK ON THE NATIONAL ORGANIZATION, ON THEIR WEBSITE, IT IS A PROBLEM THAT OTHER STATES ARE HAVING TOO WITH SOME OF THEIR COMPANIES.

MS. BAKER: SO THIS IS NOT UNIQUE TO MISSOURI?

MR. EXLINE: RIGHT.

MS. BRADY: ACTUALLY I THINK WHAT WE KNOW HERE IS MORE ADVANCED THAN A LOT OF STATES ARE AWARE OF.

MR. EXLINE: IT REALLY IS BECAUSE WE DO MORE TROUBLESHOOTING.

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A LOT OF STATES, THEY DON'T EVEN TRACK IF SOMEBODY IS HAVING AN ISSUE WITH THEIR PHONE.

MR. MILLS: HOW MANY PEOPLE ARE HAVING ISSUES?

MS. BRADY: WITHOUT LOOKING AT EVERY ENTRY I'VE PUT INTO CASE FILES, WE'VE PROBABLY GIVEN OUT MAYBE 300 CAPTION DEVICES IN THE LAST YEAR. AND OF THOSE, I WOULD SAY MAYBE 10%.

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MR. MILLS: SO THOSE ARE JUST  
THE NEW ONES?

MS. BRADY: THOSE ARE SOME OF  
THE NEWEST.

MR. MILLS: IF THAT'S 30,  
THERE'S PROBABLY MORE?

MS. BRADY: I WOULD SAY  
PROBABLY 120.

MR. TELTHORST: ARE YOU GETTING  
COMPLAINTS? MAYBE YOU WOULDN'T GET  
THE COMPLAINT FROM PEOPLE WHO CAN'T  
USE THE SERVICE OR ARE HAVING  
PROBLEMS WITH THE SERVICE.

MS. BRADY: USUALLY THEY CALL

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US AND SAY, HEY, I NEED SOMEONE TO  
COME OUT HERE AND LOOK AT THIS.  
THE FIRST QUESTION, ARE YOU ON  
DIGITAL OR ANALOG? I DON'T KNOW.  
CALL YOUR CARRIER. WHERE DO YOU  
LIVE? IF I KNOW IT IS IN  
WARRENSBURG, SEDALIA, I KNOW WHO IT  
IS. I'M SORRY, I DON'T HAVE A  
SOLUTION.

MR. EXLINE: IT MIGHT BE WORTH  
GETTING TOGETHER WITH THE CARRIERS  
JUST TO SEE.

MR. TELTHORST: YEAH.  
OBVIOUSLY IT IS A TECHNOLOGY  
PROBLEM. IT IS NOT GOING TO FIX  
ITSELF.

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MR. EXLINE: IT IS FAIRLY NEW.

MR. MILLS: IT IS NOT LIKELY TO  
GET LESS PREVALENT.

MR. EXLINE: YOU ARE ABSOLUTELY  
RIGHT.

MR. TELTHORST: REALLY WITHOUT  
KNOWING ANY DETAILS, IT SEEMS LIKE  
THE TECHNOLOGY, THE DEVICE IS GOING  
TO HAVE TO FIT THE TECHNOLOGY, NOT

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THE OTHER WAY AROUND.

MS. BRADY: CORRECT.

MR. TELTHORST: THEY ARE NOT  
GOING TO DOWNGRADE THEIR SYSTEM IN  
ORDER TO MAKE A DEVICE FOR IT.

MS. MISHLER: THIS IS TRACY.  
MARTY, IS IT YOUR RESPONSIBILITY TO  
FOLLOW-UP WITH THOSE CARRIERS?

MR. EXLINE: WELL, I MEAN WE'VE  
BEEN DOING THAT. I MEAN WE'RE  
WORKING TO TRY TO MAKE IT WORK.  
I'M NOT SURE I UNDERSTAND YOUR  
QUESTION.

MS. BAKER: IF I CAN JUMP IN,  
TRACY, CAN RIC PROVIDE A CONTACT  
PERSON? YOU MENTIONED OPERATIONS.

MR. EXLINE: SURE.

MS. BAKER: THAT WE CAN START  
THE BALL ROLLING TO GET THE RIGHT  
PEOPLE THAT MARTY AND STACY NEED TO

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TALK TO.

MR. EXLINE: IT IS GOING TO CONTINUE TO BE AN ISSUE. WITH NEW DEVICES AND NEW KINDS OF SERVICES, I MEAN IT IS GOING TO BE ON-GOING.

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IT IS JUST SOMETHING YOU KIND OF HAVE TO GET USED TO.

MS. MISHLER: I JUST WAS LOOKING FOR WHO THE RIGHT PERSON, JUST TO MAKE SURE THAT THERE IS A FOLLOW THROUGH ON THAT. I WAS JUST ASSUMING WHAT YOU'VE BEEN DOING COMES FROM MARTY. SO THE FOLLOW-UP WOULD BE FROM MARTY.

MR. EXLINE: YEAH.

MS. MISHLER: OKAY.

MR. BOYD: I WAS READING OVER THIS CHART HERE, AND I NOTICED THAT IT PROVIDES INTERNET DEVICE, THAT'S WHAT YOU ARE TALKING ABOUT, CORRECT? SO ALL OF THIS SAYS THERE'S A BUNCH OF NOS, AND THEN THERE'S LIKE ONE YES IN THAT FOR THE STATE OF MISSOURI. THAT'S WHAT WE'RE TALKING ABOUT HERE; IS THAT CORRECT?

MR. EXLINE: NO. THAT'S DIFFERENT. MISSOURI IS THE ONLY STATE THAT PROVIDES ADAPTIVE TELEPHONE EQUIPMENT, BUT ALSO

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PROVIDES ADAPTIVE EQUIPMENT FOR SOMEBODY WHO CAN'T USE A COMPUTER TO ACCESS THE INTERNET BECAUSE OF DISABILITIES. SO ADAPTIVE KEYBOARDS, SCREEN ENLARGING, SCREEN READING SOFTWARE, JUST THOSE KINDS OF THINGS, INPUT DEVICES, VOICE RECOGNITION FOR SOMEBODY WHO CAN'T USE A REGULAR KEYBOARD, THOSE KINDS OF THINGS. MISSOURI IS STILL THE ONLY STATE THAT PROVIDES THAT KIND OF EQUIPMENT IN SOFTWARE.

MR. BOYD: WOW. OTHER STATES ARE REALLY BEHIND?

MR. EXLINE: YEAH. THERE'S BEEN SEVERAL THAT ARE EXPLORING IT, BUT MISSOURI IS STILL THE ONLY ONE THAT PROVIDES ADAPTIVE COMPUTER EQUIPMENT ALSO.

MR. SELZNICK: THAT'S REFERRING TO TAP-I?

MR. EXLINE: RIGHT. TELEPHONE COMMUNICATION ACCESS FOR TELEPHONE AND ALSO TELECOMMUNICATION ACCESS FOR INTERNET.

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MS. BAKER: ANYTHING ELSE IN YOUR REPORT?

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MR. VANESCHEN: I DON'T KNOW,  
RIC. I MEAN WE COULD -- THERE'S  
FOUR COMPANIES, CHARTER AND THE  
CENTURY LINK COMPANIES. I COULD  
CONTACT THOSE COMPANIES AND SEE IF  
WE GET THE RIGHT PEOPLE ON A  
CONFERENCE CALL WITH YOU GUYS SO WE  
CAN ALL TALK ABOUT IT TOGETHER.

MR. EXLINE: THAT WOULD BE  
GREAT.

MR. VANESCHEN: SEE WHAT  
HAPPENS.

MR. MILLS: YOU MAY NEED THE  
EQUIPMENT VENDOR ON THAT CALL AS  
WELL.

MR. EXLINE: I THINK THAT WOULD  
BE GOOD.

MR. VANESCHEN: LET ME SEE WHAT  
I CAN SET UP ON MY END AND GET WITH  
YOU GUYS. I DON'T KNOW, RIC, WOULD  
YOU WANT TO BE IN ON THE CALL?

MR. TELTHORST: I CAN BE, JOHN.  
THAT WOULD BE FINE. WE NEED

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SOMEBODY IN OPERATIONS.

MR. EXLINE: YEAH.

MR. VANESCHEN: I'M THINKING WE  
PROBABLY WANT MYRON COUCH INVOLVED  
IN THE CALL. MYRON IS ON OUR STAFF  
HERE. HE IS AN OLD TELEPHONE GUY  
THAT IS PRETTY KNOWLEDGEABLE ON

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TECHNICAL ISSUES, AND I WOULD LIKE FOR HIM TO BE IN ON THE CALL TOO. WE'LL SEE WHAT WE CAN DO. WE'LL SET SOMETHING UP.

MS. BRADY: ANY OTHER QUESTIONS OR CONCERNS ABOUT WHAT'S GOING ON WITH TROUBLESHOOTING? WE'VE ALSO DECIDED IN EVERY CAPTION PHONE THAT GOES OUT WE PUT A RELAY MISSOURI BOOKLET IN IT. THEY USUALLY GET THESE IN THE MEETINGS WITH WHOMEVER THEY ARE MEETING WITH. WE COORDINATED THAT WITH DENNIS AND ALSO WITH OUR VENDOR WHO AGAIN MAKE SURE WE GET THESE OUT IN THERE, WHICH IS GREAT. IF YOU ALL HAVEN'T SEEN IT, WE DO HAVE SOME EXTRAS. DENNIS BROUGHT ME TODAY. WE ALSO

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ARE DOING WHAT'S CALLED FAQ BEFORE SOMEBODY GETS A CAPTIONED PHONE LIKE A CAPTEL OR VCO, WE'VE CREATED A QUESTION AND ANSWER SHEET THAT WE E-MAIL, WHICH ALSO LINKS TO TWO VIDEOS. WE GOT PERMISSION FROM THE COMPANY WHO MAKES THE VCO TO COPY A DISK THAT HAS A VIDEO ON IT WITH MARKERS, AND WE ALSO HAVE THE CAPTEL THAT SHOWS YOU HOW TO USE BOTH OF THESE DEVICES. IT HAS MADE

APRIL 2011

A HUGE DIFFERENCE IN PEOPLE'S UNDERSTANDING OF HOW TO USE VOICE CARRYOVER STYLE PHONES, WHETHER IT BE THE CAPTEL OR THE TRADITIONAL. IT HAS REALLY HELPED A LOT IN HOW WE'RE GETTING INFORMATION OUT THERE.

MS. MISHLER: THAT SOUNDS LIKE A GREAT PLAN.

MS. BRADY: DO YOU WANT ME TO GO ON TO THE WIRELESS?

MR. MILLS: CAN I GO BACK A LITTLE TO TROUBLESHOOTING? DO YOU HAVE ANY SORT OF TRACKING THAT IF

♀

29

SOMEBODY'S MINUTES GO DOWN TO ZERO, THAT YOU FOLLOW-UP WITH THEM AND SAY, IS THIS BECAUSE YOUR PHONE DOESN'T WORK ANY MORE, THAT YOU JUST QUIT USING IT? YOU HAVEN'T BOTHERED TO CALL US. DO YOU DO ANYTHING LIKE THAT?

MS. BRADY: I NEVER SEE THE MINUTES.

MR. MILLS: I WAS JUST WONDERING THERE MAY BE CUSTOMERS OUT THERE WHOSE PHONE IS NOT WORKING BECAUSE THEY ARE ON AN IP TYPE OF SERVICE, AND THEY HAVE JUST SORT OF GIVEN UP.

MR. TELTHORST: DON'T KNOW WHO



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TO ASK.

MR. MILLS: DON'T KNOW WHO TO ASK OR WHO TO CALL, MY PHONE IS NOT WORKING.

MR. SELZNICK: BECAUSE OF PRIVACY ISSUES WE CAN'T REVEAL THE INDIVIDUAL USERS, BUT I DO KNOW ONCE A YEAR YOU CERTIFY THE CAPTEL USERS. YOU ASK THEM IF THEY ARE

♀

30

STILL LIVING IN THE STATE OF MISSOURI. THAT IS THE OPPORTUNITY FOR THEM TO BE ABLE TO SPEAK UP IF THEY ARE HAVING PROBLEMS.

MR. EXLINE: THEY HAVE TO GO TO A DEMONSTRATION CENTER TO GIVE THEM A DEMONSTRATION. MOST OF THOSE FOLKS WE HOPE, IF THEY ARE HAVING PROBLEMS, WE GENERALLY GET THE CALLS.

MR. MILLS: GOOD.

MS. BAKER: DO ALL CILS HAVE A DEMONSTRATION CENTER? LIKE IN RURAL MISSOURI, HOW WOULD THEY KNOW ABOUT WHAT'S AVAILABLE?

MS. BRADY: I HAVE 22 LOCATIONS, WHICH SPREADS OUT TO 26 LOCATIONS IN MISSOURI THAT DO DEMONSTRATIONS. HOWEVER, OUT OF THOSE, I THINK I HAVE NINE

CERTIFIED CAPTEL LOCATIONS. SOME  
OF OUR PEOPLE TRAVEL OUTSIDE OF  
THEIR DISTRICT.

MS. BAKER: THAT VIDEO THAT YOU  
WERE TALKING ABOUT, THAT HELPS THAT

♀

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PROCESS?

MS. BRADY: WE HAVE FOUND IT IS  
AMAZING, ONCE THEY GET TO SEE THE  
VIDEO, THEY DECIDE OH, THAT'S NOT  
WHAT I WAS EXPECTING OR THIS  
ANSWERS SOME OF MY QUESTIONS THAT I  
HAD. IT ALSO HELPED BECAUSE I WAS  
PUTTING IN HOURS ON E-MAILS. I  
WASN'T ABLE TO DO A LOT OF THINGS I  
NEEDED TO DO. THAT'S WHY WE  
DEVELOPED THE FAQ SO WE COULD JUST  
SAY HERE IS THE INFORMATION. TAKE  
A LOOK AT IT. IF YOU HAVE FURTHER  
QUESTIONS, CONTACT US OR IF WE CAN  
GET YOU TO THE RIGHT CENTER, WE'LL  
GIVE YOU THAT INFORMATION.

MR. EXLINE: IT IS ALL THE  
CENTERS AND THEN IF SOMEBODY IS  
OUTSIDE THE AREA AND CAN'T COME TO  
A CENTER, THEN THEY CAN GO TO THEM,  
TRAVEL TO THEM.

MS. BAKER: IS THAT ON YOUR  
WEBSITE, THAT FAQ?

MS. BRADY: NO.

MS. BAKER: I'M THINKING THAT

♀

WOULD BE ANOTHER PLACE.

MS. MISHLER: SO IF THEY CAN'T GET TO A CENTER, DO THEY GET THE VIDEO?

MS. BRADY: WE SEND OUT THE VIDEO BEFOREHAND JUST TO MAKE IT EASIER WHEN AND WHERE WE CAN. BECAUSE IT IS MOSTLY CHILDREN CALLING ON BEHALF OF THEIR PARENT.

MS. MISHLER: OKAY.

MR. EXLINE: BUT THE FOLKS AT THE CENTERS CAN TRAVEL TO THE INDIVIDUAL, IF NEEDED.

MS. BAKER: I'M WONDERING -- WE JUST UPDATED OUR DISABILITY WEB PORTAL, AND I'M JUST WONDERING IF THAT VIDEO CAN BE EMBEDDED IN YOUR SITE. YOU ARE SENDING THEM OUT, RIGHT?

MS. BRADY: THERE'S THREE LINKS ON THERE, THREE DIFFERENT VIDEOS.

MS. BAKER: ON YOUR SITE?

MS. BRADY: NO, ON THE FAQ FACT SHEET. WIRELESS PLANS. WIRELESS IS EVER CHANGING, KIND OF AN IDEA.

♀

THIS IS ALL ABOUT WIRELESS SO THE SHORT VERSION IS I NARROWED IT DOWN

APRIL 2011

TO 20 PAGES. THE MOST IMPORTANT THING TO KNOW ABOUT THAT IS THERE ARE MANY PHONES OUT THERE WITH ACCESSIBLE FEATURES. KNOWING WHAT FEATURES YOU SPECIFICALLY NEED IS THE MOST IMPORTANT DETAIL, IF YOU ARE GOING TO NEED A DATA PLAN OR A VOICE PLAN. IF YOU GET A VOICE PLAN THAT DOESN'T MEAN YOU ARE GETTING DATA. IF YOU ARE GETTING DATA YOU ARE NOT GETTING VOICE, YOU ARE PAYING A PER MINUTE CHARGE. EVEN IF YOU GET A DATA PLAN, THAT DOESN'T MEAN IT IS TEXTING. SO IT ALL GETS KIND OF CRAZY, DEPENDING ON WHICH COMPANY YOU GO WITH. PLANS START OUT AS LITTLE AS 29.99, DEPENDING ON THE CARRIER, AND THEY GO UP TO FROM THERE. I'VE SEEN THEM AS HIGH AS 119.99. FOR POWER-UP I CREATED A PRESENTATION, WHAT STARTED OUT AS CELL PHONE ACCESSIBILITY, ENDED UP BEING

♀

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WIRELESS, AND I MADE A LITTLE HANDOUT THAT ENDED UP BEING FIVE PAGES OF THE MOST IMPORTANT FEATURES FOR DIFFERENT DISABILITIES, ALONG WITH LINKS TO WHERE I OBTAIN THAT INFORMATION. IF YOU DIG DEEP ENOUGH ON SOME OF

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THE WIRELESS CARRIERS, THEY WILL TELL YOU WHICH PHONES ARE MOST COMPATIBLE WITH HEARING AIDS OR WHAT PLANS THEY OFFER, WHAT ADDITIONAL FEATURES LIKE 411 ACCESSIBILITY, WHAT DOCUMENTATION YOU HAVE TO HAVE TO PROVE YOUR DISABILITY, BUT THEY DON'T MAKE IT EASY TO FIND.

MS. MISHLER: WHERE IS THAT INFORMATION?

MS. BRADY: IT IS ON EACH COMPANY'S WEBSITE. I DID SOME PRETTY INTENSE DIGGING TO FIND SOME OF IT.

MS. MISHLER: DID YOU PUT THAT SOMEWHERE IN A SUMMARY FORMAT?

MS. BRADY: I HAD IT IN A POWER

♀

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POINT PRESENTATION I DID LAST WEEK.

MS. MISHLER: WOULD YOU MIND FORWARDING THAT TO ME?

MS. BRADY: ABSOLUTELY.

MS. MISHLER: GREAT.

MR. EXLINE: LASTLY, THE OTHER PART THAT I THINK DENNIS IS GOING TO TALK ABOUT A LITTLE BIT MORE THAT WE'VE BEEN WORKING ON, THE FCC HAS PUT OUT A COUPLE OF OPPORTUNITIES TO COMMENT ON THE

APRIL 2011

DEAF/BLIND EQUIPMENT DISTRIBUTION PROGRAM, WHICH IS A NATIONAL PROGRAM TO PROVIDE ADAPTIVE TELECOMMUNICATIONS EQUIPMENT TO PERSONS WHO ARE DEAF AND BLIND. AND WE'VE SUBMITTED COMMENTS FOR BOTH ROUNDS. AND THEY ACTUALLY, ESPECIALLY ON ISSUES LIKE WHAT KINDS OF VERIFICATION WILL SOMEBODY NEED TO PROVIDE TO PROVE THEIR DISABILITY. SOME OF OUR COMMENTS WERE YOU DON'T WANT TO MAKE SOMEBODY WHO IS DEAF AND BLIND TO HAVE TO JUMP THROUGH 100 HOOPS, TRY

♀

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TO CONTACT SOMEBODY TO A DOCTOR AND MAYBE WHATEVER THEY NEED TO CONTACT AS FAR AS A SERVICE PROVIDER, TO VERIFY THEIR DISABILITY. THEY WERE TALKING ABOUT THE TYPES OF EQUIPMENT COVERED, THE TYPES OF VERIFICATION FOR INCOME ELIGIBILITY, AND BASICALLY THEY ADOPTED PROVISIONS THAT WERE REASONABLE THAT STILL PROVIDED THE NECESSARY VERIFICATION, BUT I THINK DIDN'T MAKE SOMEBODY SPEND TWO MONTHS TRYING TO GET THE PAPERWORK THEY NEED TO VERIFY YES, I HAVE A DISABILITY. YES, I QUALIFY FOR THIS PROGRAM. SO THAT'S PROBABLY

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THE THING WE'RE GOING WORKING ON MOST, ESPECIALLY IN THE NEXT COUPLE OF TWO OR THREE MONTHS IS PUTTING TOGETHER A PROPOSAL AS FAR AS THE TYPES OF EQUIPMENT TO BE COVERED AND WHAT THE ELIGIBILITY CRITERIA ARE. THEY SET THE INCOME ELIGIBILITY AT A PRETTY HIGH LEVEL. IT IS AT 400% OF POVERTY IS WHAT

♀

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THEY DECIDED TO GO AT. IT IS FAIRLY GENEROUS IN TERMS OF INCOME ELIGIBILITY. THAT WILL BE REALLY INTERESTING IN TERMS OF PUTTING EVERYTHING TOGETHER AND GETTING THAT PROGRAM UP AND STARTED. I THINK THAT'S ABOUT IT FOR THE EQUIPMENT PROGRAM.

MS. BAKER: THANK YOU FOR AN EXCELLENT REPORT.

MR. TELTHORST: COULD I ASK A QUESTION. THIS IS RIC. STACY, A QUESTION ABOUT YOUR WIRELESS EFFORTS. I THINK THAT WAS GREAT THAT YOU DID THAT RESEARCH, AND I'M GLAD YOU CAN MAKE IT AVAILABLE. IF THE EQUIPMENT PROGRAM EVER WANTS TO MOVE IN THAT DIRECTION, IT SEEMS LIKE MOST WIRELESS CARRIERS AS A CONDITION OF SERVICE PROVIDE A

APRIL 2011

PHONE AS PART OF THE PLAN.

MS. BRADY: UH-HUH.

MR. TELTHORST: DO YOU  
ANTICIPATE THAT YOU WOULD BE  
PROVIDING OTHER TYPES OF WIRELESS

♀

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EQUIPMENT?

MR. EXLINE: THAT'S A GREAT  
QUESTION. IT'S SOMETHING THAT  
OTHER STATES ASK. THERE ARE PHONES  
IF YOU GET A TWO-YEAR SERVICE PLAN,  
THEY WILL PROVIDE YOU WITH A FREE  
PHONE, AND I DON'T REMEMBER WHICH  
SERVICE CARRIER IT WAS, OR YOU  
COULD GET A BLACKBERRY FOR \$19, SO  
THAT'S ONE THING WE DON'T WANT TO  
DO. WE DON'T WANT TO PROVIDE  
SOMETHING THAT SOMEBODY COULD GET  
FREE ANYWAY. THERE'S THE PROGRAM  
THAT PROVIDES CELL PHONES AND  
WIRELESS, WHAT'S THE NAME OF THE  
PROGRAM?

MR. TELTHORST: LIFELINE.

MR. EXLINE: IT IS THROUGH  
LIFELINE. THEY PROVIDE A PDA AND A  
SUBSIDY FOR YOUR WIRELESS SERVICE  
IF YOU MEET CERTAIN CRITERIA, IF  
YOU ARE ELIGIBLE FOR MEDICAID OR  
ELIGIBLE FOR FOOD STAMPS OR A BUNCH  
OF OTHER PROGRAMS. NOW THERE'S  
ALSO A NEW PROGRAM FOR PERSONS THAT



♀

USE VIDEO RELAY SERVICES, THAT IS GOING TO PROVIDE A SUBSIDY FOR A NOTEBOOK COMPUTER IF YOU USE WIRELESS FOR YOUR VIDEO RELAY AND ALSO PROVIDE A SUBSIDY FOR EITHER HARD-LINE BROADBAND CONNECTION OR WIRELESS BROADBAND CONNECTIONS. IT JUST GOT STARTED. I WAS TALKING TO THE PROGRAM YESTERDAY. THEY ACTUALLY GOT THE INFORMATION UP ON THEIR WEBSITE BEFORE THEY GOT EVERYTHING INTO PLACE.

MR. TELTHORST: IT IS A FEDERAL PROGRAM?

MR. EXLINE: IT IS A FEDERAL PROGRAM. IT IS ACTUALLY THROUGH STIMULUS FUNDS, SO I'M NOT SURE IT WILL BE PERMANENT.

THERE'S FOUR THINGS WE'RE LOOKING AT. ONE IS COST EFFECTIVENESS, AND THAT'S ONE OF THE THINGS WE DON'T WANT TO DO WHEN WE CAN PROVIDE DEVICES WHEN SOMEBODY CAN GET THEM AT NO COST THROUGH A COMPANY. MAKE SURE IT

♀

HAS SOME DISABILITY ACCESSIBILITY ASPECT TO IT INSTEAD OF JUST

APRIL 2011

PROVIDING A PDA JUST FOR THE SAKE  
OF HAVING A PDA. IT HAS TO IMPROVE  
ACCESS. IT HAS TO BE  
CROSS-DISABILITY. IT HAS TO BE A  
PROGRAM THAT SERVES ALL TYPES OF  
DISABILITIES, NOT JUST ONE OR TWO  
DIFFERENT TYPES. SO THOSE ARE THE  
THREE MAIN THINGS THAT WE'RE  
LOOKING AT. AGAIN, IT IS SOMETHING  
THAT ALL THE STATES ARE LOOKING AT  
WIRELESS HAVE TO KIND OF ADDRESS  
AND FIGURE OUT.

MS. MISHLER: EXCUSE ME, I'M  
GOING TO HAVE TO HANG UP NOW. HAVE  
A GREAT LUNCH AND DANA, IF YOU  
COULD PLEASE CALL ME BACK RIGHT  
AFTER TWO.

MS. BAKER: SHE'S NOT HERE, BUT  
I WILL LET HER KNOW.

MS. MISHLER: THANKS.

MR. EXLINE: I THINK THAT'S IT,  
LINDA.

MS. BAKER: DO YOU WANT TO GO

♀

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AHEAD AND HEAR FROM DENNIS AND THEN  
AFTER THAT WE CAN MAYBE BREAK FOR  
LUNCH.

MR. SELZNICK: HI, EVERYONE.  
THIS IS DENNIS. WHAT I WOULD LIKE  
TO DO IS I'M GOING TO GET MY  
PRESENTATION UP HERE. IN ORDER FOR

APRIL 2011

ME TO DO THAT, I NEED TO PUT MY STUFF ON A HARD DRIVE AND MOVE IT OVER THERE. WHAT I WILL DO IS I WILL PASS OUT SOME OF THE PRESENTATION MATERIAL SO YOU CAN LOOK AT THEM REAL QUICKLY, AND I WILL REFER TO THEM DURING THE PRESENTATION. SO I WILL PASS OUT THREE THINGS, AND I WILL EXPLAIN WHAT THEY ARE. I THINK I HAVE JUST ENOUGH FOR EVERYBODY. I HAVE ABOUT 12 COPIES OF EVERYTHING HERE. GIVE ME ONE MOMENT WHILE I CONNECT OVER HERE.

ALL RIGHT. CAN EVERYBODY SEE THIS OKAY? WELL, THIS IS CURRENTLY OUR EIGHTH YEAR OF PROVIDING RELAY MISSOURI FOR THE CONTRACT THAT'S

♀

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BEEN IN PLACE SINCE 2003. RELAY MISSOURI HAS BEEN PROVIDING -- SPRINT HAS BEEN PROVIDING THIS SERVICE FOR RELAY MISSOURI SINCE 1991, SO ABOUT 20 YEARS THAT WE'VE BEEN PROVIDING RELAY MISSOURI SERVICES. WHAT WE'RE DOING TODAY IS RELAY MISSOURI IS KIND OF PROCESSING, VOICE CARRY OVER, SPEECH TO SPEECH AND CAPTEL. I WILL GO INTO A LITTLE BIT MORE.

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WE ARE ACTUALLY IN A SERIES OF  
DECLINE IN THE NUMBER OF CALLS  
PROCESSED EVERY MONTH, AND THE  
REASON FOR THAT IS BECAUSE INTERNET  
RELAY SERVICES HAS BEEN AN  
EXPLOSION SINCE ABOUT 2003 AND  
2004. AS OF TODAY, WE'RE DOING  
ABOUT 300,000 CALLS PER YEAR FOR  
RELAY MISSOURI. DOWN FROM A PEAK  
OF ABOUT 1 MILLION CALLS A YEAR,  
AND RIGHT NOW WE'RE DOING ABOUT  
200,000 CAPTEL CALLS A YEAR, DOWN  
FROM A PEAK OF LAST YEAR, AND I  
WILL KIND OF GO INTO THAT A LITTLE

♀

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BIT.

WE'RE ALSO DOING A LOT OF  
OUTREACH. I BROUGHT ON TWO  
ADDITIONAL OUTREACH SPECIALISTS WHO  
ARE DOING OUTREACH IN ST. LOUIS AND  
KANSAS CITY, AND THEY ARE DOING  
EASTERN AND WESTERN HALF OF  
MISSOURI, AND CURRENTLY THEY HAVE  
RECENTLY DONE ABOUT 53 EVENTS. AND  
AT THE END OF THEIR PRESENTATION, I  
WILL GO INTO WHERE THEY HAVE BEEN  
GOING, WHAT OUR FOCUS WILL BE FOR  
THE REST OF THIS YEAR. LET'S GO ON  
TO THE NEXT SLIDE.

I HAVE A COUPLE OF SPRINT  
DEMONSTRATIONS TODAY. RECENTLY

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APRIL 2011

SPRINT HAS BEEN FEATURED IN A COUPLE OF TV SHOWS. RIGHT HERE JUST YESTERDAY, IN FACT, WE WERE ON THE BALANCING ACT. IT IS A MORNING TV SHOW. IT IS FOR WOMEN'S HEALTH ISSUES AND THAT KIND OF STUFF, AND WE WERE FEATURED AS PART OF THEIR TV SHOW ON HEARING LOSS KIND OF THING. IF YOU COULD CLICK ON

♀

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BALANCING ACCOUNT, YOU WILL GET TO THE WEBSITE, IT IS CAPTIONED, AND I WILL SHOW YOU A QUICK VIDEO, IF IT HAS THERE NET ACCESS. IF IT DOESN'T. IT IS CAPTIONED, AND IF THERE'S AUDIO ON HERE, WE'LL BE ABLE TO HEAR IT. I DON'T THINK WE'RE GOING TO THE RIGHT LINK. WE'LL SKIP ON THIS AND MAYBE DURING LUNCH I WILL GO AHEAD AND SHOW IT. BASICALLY WE FEATURED SPRINT MOBILE VIDEO RELAY SERVICE AND SPRINT ID, AND I WILL TALK A LITTLE BIT ABOUT THEM.

SPRINT MOBILE VIDEO RELAY SERVICE IS ON MOBILE PHONES. SO THE TREND HAS BEEN FROM GOING TO LAND LINE TO WIRELESS SERVICES. NOW WE'VE BEEN ABLE TO PUT SPRINT VRS ON PHONE CALLS. SPRINT USES 4G

APRIL 2011

TECHNOLOGY IN MAJOR METROPOLITAN  
AREAS AND WITHIN THOSE AREAS YOU  
CAN GET ON A VIDEO CALL AND CALL  
ANYBODY ELSE WHO HAS A VIDEO PHONE.  
ASSESSMENT VRS VIDEO PHONE OR ANY

♀

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OTHER VIDEO THAT HAS THE  
CAPABILITY. I CAN DEMONSTRATE  
BECAUSE I HAVE TWO SPRINT PHONES.  
I DON'T KNOW HOW GOOD THE QUALITY  
WILL BE FROM HERE BECAUSE WE'RE  
USING 3G SERVICES, BUT WE CAN MAKE  
CALLS. AND IF SOMEBODY WOULD LIKE,  
I CAN GO AHEAD AND LOG IN ON THESE  
AND I CAN PASS IT OVER TO LESLIE  
AND WE CAN DO A TEST CALL. WOULD  
YOU BE OKAY WITH THAT, LESLIE?

MS. TURNER: THAT'S FINE.

MR. SELZNICK: WHAT I WILL DO  
IS I WILL MAKE THE CALL AND I WILL  
PASS IT AROUND SO YOU GUYS CAN SEE  
WHAT THE SERVICE IS LIKE. THIS IS  
JUST GOING TO BE A VIDEO CHAT CALL.  
SO I CAN BASICALLY CALL HER, BUT I  
COULD ALSO MAKE A VIDEO RELAY  
SERVICE SIMPLY BY DIALING ANY  
NUMBER THAT I WANT. IT IS GOING TO  
AUTOMATICALLY FIGURE OUT IF I'M  
CALLING ANOTHER DEAF PERSON OR IF  
I'M GOING TO BE CALLING SOMEBODY  
WHO DOES NOT HAVE A HEARING VOICE,

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♀

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AND IT WILL BRING IN A SIGN LANGUAGE INTERPRETER AND I CAN SIGN TO THAT INTERPRETER AND I CAN HAVE A CONVERSATION ON THE GO. WE'VE BEEN EDUCATING PEOPLE NOT TO DO THIS WHILE YOU ARE DRIVING. SO I WILL MAKE A CALL TO LESLIE. BASICALLY I JUST DIAL IN THE NUMBER THAT I WANT AND THEN CALL AND IT WILL MAKE HER PHONE RING SO IT IS DIALING AND RINGING, SHE WILL BE ANSWERING. SO WHEN SHE ANSWERS, WE SHOULD BE ABLE TO HAVE A VIDEO CONNECTION SO I WILL BE ABLE TO SEE HER. I WILL PUT THIS ON MUTE BECAUSE YOU CAN ALSO DO VCO WITH IT. SO IF I WANT TO DO VCO, I COULD. SO YOU CAN DO SIGN LANGUAGE TO VCO AS WELL AS BE ON THE GO AND BE ABLE TO SEE LESLIE WALKING AROUND OR AT HOME. SOME OF THESE PHONES HAVE KICKSTANDS SO YOU CAN PUT THEM ON A TABLE AND DO THE SIGN LANGUAGE HANDS FREE OR WITH THAT KIND OF PHONE DOESN'T HAVE IT. YOU

♀

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CAN HAVE AN ACCESSORY WITH A STAND OR SIMPLY HAVE IT IN YOUR HAND AND

APRIL 2011

SIGN. THAT IS KIND OF LIKE SKYPE,  
IF YOU ARE FAMILIAR WITH SKYPE, IT  
IS A SIMILAR CAPABILITY. IT CAN  
CALL ANY REGULAR PHONE AS LONG AS  
YOU ARE IN THE UNITED STATES.

MS. BAKER: IS THAT THE  
INTERPRETER I'M SEEING?

MR. SELZNICK: NO, IT IS  
LESLIE. BASICALLY I COULD BE  
CALLING AN INTERPRETER. I DON'T  
HAVE TO DO ANYTHING LIKE CALL DIAL  
711. WE HAVE A DATA BASE WE SHARE  
WITH ALL VRS PROVIDERS. IF YOU  
REGISTERED TO GET A VRS PHONE, YOU  
ARE IN THAT SYSTEM. THAT'S HOW WE  
KNOW YOU ARE A DEAF PERSON AND YOU  
HAVE A RELAY NUMBER. IF YOU ARE  
NOT IN THAT SYSTEM, YOU ARE A  
HEARING PERSON AND THEREFORE, WE  
ROUTE IT THROUGH AN INTERPRETER.  
THAT'S ALL DONE AUTOMATICALLY VERY  
QUICKLY WITHOUT ANY CHARGE TO  
ANYBODY. THIS IS ALL FREE. SO AS

♀

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LONG AS YOU HAVE THE CAMERA WITH A  
FRONT-FACING CAMERA ON THE PHONE,  
THEN YOU ARE ABLE TO MAKE A CALL.

MS. BAKER: SO YOU TWO CAN SIGN  
TO EACH OTHER DIRECTLY?

MR. SELZNICK: I CAN. RIGHT  
NOW THE VIDEO CANNOT -- IS NOT THAT



APRIL 2011

GREAT IN HERE. YOU CAN DO IT ON  
3G, 4G OR WIFI.

MS. BRADY: WHAT IF THEY HAVE  
SIGNING FAMILY MEMBERS OR WHATEVER  
WHO ARE HEARING, IS THERE A WAY TO  
REGISTER THAT OR IS IT STILL GOING  
TO GO THROUGH RELAY?

MR. SELZNICK: CURRENTLY IT  
WOULD HAVE TO GO THROUGH RELAY. WE  
DO NOT ALLOW HEARING PEOPLE TO  
REGISTER FOR A PHONE NUMBER. THEY  
WOULD HAVE TO BE ABLE TO CALL THEM  
THROUGH THE VIDEO RELAY.

MR. BOYD: QUESTION. BETWEEN  
THE TWO OF YOU, IS IT A SMOOTH  
CONNECTION OR IS THE FRAME GOING TO  
FREEZE AND THE VIDEO IS GOING TO  
MOVE SLOWLY?

♀

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MR. SELZNICK: BECAUSE WE'RE IN  
3G AREA, WE'RE NOT USING FASTER  
INTERNET CONNECTION, IT IS NOT AS  
GOOD AS IT COULD BE IF WE'RE  
OUTSIDE AND WE HAVE A GOOD CELL  
SIGNAL. WE'RE UNDERGROUND, BUT  
THIS IS STILL PRETTY DARN GOOD FOR  
JUST A NORMAL VIDEO CHAT CALL. I  
CAN SEE HER AND SHE'S MOVING AND  
ALL OF THAT KIND OF STUFF.

MR. BOYD: SO THAT SURPRISES ME

APRIL 2011

BECAUSE I'VE NEVER SEEN THIS BEFORE  
BUT I'M A BIT BEHIND. BUT IS IT  
USABLE WITH MY DAUGHTER -- I'VE  
USED SKYPE WITH MY DAUGHTER AT  
COLLEGE. WE DO SIGN TO SIGN  
COMMUNICATION BUT THE VIDEO QUALITY  
IS SLOW AND BROKEN, SO THE SIGNS  
DON'T COME THROUGH SMOOTHLY. SO IS  
THERE ANY CONNECTION BETWEEN SKYPE  
AND THIS TECHNOLOGY?

MR. SELZNICK: NO, NOT WITH  
THIS TODAY. WE'RE LOOKING INTO  
THAT CAPABILITY FOR CONNECTING WITH  
SKYPE. TODAY IT IS JUST UNITED

♀

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STATES, RELAY VIDEO SERVICE, AND  
YOU HAVE TO BE DEAF TO REGISTER TO  
GET THE PHONE NUMBER. THAT WERE  
THE RULES SET BY THE FCC. THAT'S  
THE ONLY WAY YOU CAN GET IT. IF  
YOU WERE GOING TO CALL SOMEONE WHO  
WAS HEARING, YOU WOULD HAVE TO CALL  
THE REGULAR NUMBER. THEY WOULDN'T  
BE ABLE TO VIDEO. WE'RE WORKING TO  
MAKE IT AVAILABLE. IT IS NOT  
AVAILABLE TODAY. IT IS FOCUSED  
PURELY ON VIDEO RELAY WITH  
DEAF-TO-DEAF CHAT.

MR. TELTHORST: THAT IS A GREAT  
SERVICE. IS IT FINANCIALLY  
SUPPORTED BY THE STATE'S PROGRAM OR

APRIL 2011

BY THE FEDERAL?

MR. SELZNICK: SUPPORTED ENTIRELY BY THE FCC. VIDEO, VRS CALLS ARE ENTIRELY BY THE FCC. POINT-TO-POINT VIDEO CHAT CALLS BETWEEN TWO DEAF PEOPLE ARE FREE BECAUSE WE'RE JUST USING INTERNET CONNECTION, IT IS NOT REIMBURSED IN ANY WAY.

‡

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MR. VANESCHEN: IF THE CALL IS FROM A DEAF PERSON TO A HEARING PERSON, THAT DOES NOT GO THROUGH RELAY MISSOURI?

MR. SELZNICK: YOU CAN'T GET A PHONE NUMBER ON THIS APPLICATION OR THROUGH THE SPRINT VIDEO RELAY PROGRAM DOES NOT GIVE PHONE NUMBERS TO HEARING PEOPLE. SO IF I WERE TO TAKE THIS PROGRAM, I DOWNLOAD IT AND I WANT TO TRY TO GET A PHONE NUMBER FOR IT, I HAVE TO ACTUALLY STATE I AM DEAF. THE FCC REQUIRES THAT THE PERSON STATE I AM DEAF. SINCE THEY CAN'T DO THAT, THEY WOULD NOT BE ABLE TO GET A PHONE NUMBER FOR THE APPLICATION, BUT THEY WOULD STILL HAVE THEIR REGULAR CELL PHONE OR REGULAR HOME PHONE.

MR. VANESCHEN: IF THEY GO

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THROUGH ALL OF THAT AND USE IT TO  
MAKE CALLS AND THEY CALL HEARING  
PEOPLE, THAT GOES THROUGH THE  
FEDERAL RELAY SERVICE?

MR. SELZNICK: THAT'S CORRECT.

♀

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MR. VANESCHEN: IS THIS WHAT  
MOST PEOPLE ARE SWITCHING TO WHEN  
YOU SEE THE DECLINE IN TRADITIONAL  
RELAY USAGE?

MR. SELZNICK: ABSOLUTELY.  
YES. MORE AND MORE PEOPLE ARE  
GOING MOBILE. THEY ARE GOING  
MOBILE IP RELAY SERVICES, MOBILE  
VRS SERVICES AND EVENTUALLY MOBILE  
CAPTEL SERVICES. ABSOLUTELY.  
THOSE ARE ALL REIMBURSED BY THE  
FCC.

MR. VANESCHEN: DO YOU KNOW HOW  
MUCH SPRINT GETS REIMBURSED?

MR. SELZNICK: RIGHT NOW THE  
RATE IS IN TIERS, ZERO TO 50,000,  
50 TO 500,000 AND THEN ANYTHING  
OVER 500,000. I THINK IT IS 6.25  
PER CONVERSATION MINUTE FOR THE  
FIRST TIER. FOR EXAMPLE, IF SPRINT  
WAS DOING 100,000 MINUTES PER  
MONTH, WE WOULD DO 50,000 AND THEN  
THE NEXT 50,000.

MR. VANESCHEN: 6.25?

MR. SELZNICK: 24.

♀

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MR. VANESCHEN: \$6.24 A MINUTE?

MR. SELZNICK: YES. THE NEXT TIER IS \$6.23 PER CONVERSATION PHONE, AND THE LAST ONE IS \$5.05 PER MINUTE. ANYTHING OVER THAT IS REIMBURSED AT THAT RATE. THE FCC -- WHEN I GET TO THE FCC PORTION, THEY HAVE MADE THEIR NEXT FISCAL YEAR JULY 2011 TO JUNE 2012 RATES, AND I WILL TALK ABOUT THOSE IN A MINUTE. DO YOU HAVE ANY QUESTIONS REGARDING THE MOBILE VIDEO RELAY SERVICE?

MS. TURNER: WHAT KIND OF PHONE DOES IT HAVE TO BE?

MR. SELZNICK: CURRENTLY SPRINT IS SUPPORTING THESE ON THREE PHONES. THAT'S THE EPIC 4G. THIS IS THE EVO 4G. WE ALSO HAVE A TABLET-SIZED, SEVEN-INCH SCREEN, BIGGER. IT IS CALLED THE GALAXY TAB, AND WE'RE GOING TO BE SUPPORTING SOME NEWER PHONES, IT IS CALLED EVO 3-D. IT WILL HAVE THE CAMERA ON IT, AND YOU CAN LOOK AT

♀

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IT AND IT WILL POP OUT THE SCREEN TO YOU. IT IS REALLY COOL. WE'LL

APRIL 2011

BE SUPPORTING NEWER AND NEWER  
SPRINT DEVICES WITH FRONT-FACING  
CAMERAS. WE'RE SUPPOSED TO HAVE  
SIX BY THE END OF THIS YEAR.

MR. BOYD: HOW MUCH DOES THE  
DEVICE LIKE THAT COST?

MR. SELZNICK: I BELIEVE WE'RE  
SELLING IT FOR \$149 WITH A TWO-YEAR  
PLAN. YOU ONLY NEED DATA THAT IS  
\$39 A MONTH. NO VOICE PLAN,  
UNLIMITED TEXTING, UNLIMITED  
E-MAIL, ALL OF THAT STUFF FOR THE  
VIDEO CHAT SERVICE.

MR. BOYD: YOU CAN BUY IT RIGHT  
NOW AT THE SPRINT STORE, RIGHT?

MR. SELZNICK: YOU CAN BUY THE  
PHONE BUT YOU CAN'T GET THE SERVICE  
AT A SPRINT STORE. THE ONLY WAY  
YOU CAN GET THE SERVICE IS THROUGH  
THE RELAY SERVICE PROGRAM. WE HAVE  
A SPECIFIC VIRTUAL STORE. SO IF  
YOU WERE TO GO TO THE STORE AND SAY  
I HAVE THE DEAF PLAN, YOU CAN'T GET

♀

55

IT. YOU HAVE TO GO TO  
SPRINTRELAYSTORE.COM IN ORDER TO  
GET THE PLAN, IT IS \$39 A MONTH.

MR. BOYD: ALL RIGHT.

MR. SELZNICK: SO THAT'S WITH  
THE VIDEO RELAY SERVICE APP. NOW  
THERE'S ANOTHER ONE. STACY, YOU

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WERE TALKING EARLIER ABOUT ACCESSIBILITY. SPRINT IS REALLY BIG ON ACCESSIBILITY, AND WE HAVE ID PACKS, WHICH ARE THINGS TO CUSTOMIZE ANDROID PHONES. SO ON CERTAIN SPRINT ANDROID PHONES, WE HAVE A CERTAIN ID SYSTEM THAT WILL YOU TO DOWN LOAD A SUITE OF APPS, RING TONES, WALLPAPERS AND SETTINGS THAT WILL CUSTOMIZE YOUR PHONE TO A PARTICULAR NEED. WE'VE DEVELOPED AN ID RELAY PACK, IT CUSTOMIZES YOUR PHONE TO BE MORE ACCESSIBLE TO HEARING LOSS. SO IT WILL HAVE APPS AND SETTINGS THAT WILL MAKE IT PEOPLE WITH HEARING LOSS, VIBRATES BETTER, IT USES THE CAMERA FLASH ON THE BACK TO GET YOUR ATTENTION. IT

♀

56

HAS AN LED. YOU CAN CUSTOMIZE THE LED COLORS FOR WHEN PEOPLE E-MAIL YOU INSTEAD OF RELYING ON RING TONES OR RELYING ON OTHER FEATURES THAT JUST AREN'T ACCESSIBLE TO HEARING LOSS. SO WE HAVE AN ID PACK THAT'S AVAILABLE TODAY ON CERTAIN PHONES. IN FACT, THE PHONE THAT LESLIE HAS, IT HAS SPRINT ID. SO LESLIE OPENS IT UP AND TURNS IT ON, AND THEN SHE CAN HAVE THE PHONE

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READY TO GO, READY TO USE FOR  
PEOPLE WITH HEARING LOSS. SO  
SPRINT IS DOING THAT. IT IS JUST  
SOMETHING WE'RE DOING, NOT ONLY FOR  
SPRINT RELAY, WE CAN ALSO CUSTOMIZE  
IT BY STATE. SO WE COULD HAVE A  
RELAY MISSOURI ID PACK FOR PEOPLE  
WHO LIVE IN MISSOURI AND WANT TO  
USE THE RELAY SERVICES, THEY CAN  
TAP AND THEY WILL GET EVERYTHING  
RELATED TO RELAY MISSOURI IN ONE  
DOWNLOAD. SO IT COULD BE A LINK TO  
THE TAP PROGRAM. IT COULD BE WHERE  
TO GET INFORMATION ABOUT 711, ALL

♀

57

OF THAT KIND OF STUFF. WE CAN DO  
THAT. IT IS VERY EASY TO DO. LET  
ME SEE IF I CAN SHOW YOU SOME OF  
THAT STUFF. IT IS KIND OF HARD TO  
SEE HERE. BASICALLY YOU CAN HAVE  
UP TO SIX DIFFERENT IDENTITIES ON  
HERE AND I COULD DOWNLOAD THINGS  
LIKE GOLF FINDING PACK, ESPN, MTV,  
ALL THAT HAVE STUFF. WHEN I  
DOWNLOAD IT, THEN IT COMES UP AS,  
THIS IS THE HEARING LOSS ID PACK  
AND BASICALLY WHAT IT'S DOING IT IS  
GIVING ME CAPTIONED MOVE ADVICE.  
IT IS GIVING ME A LINK TO TUNE  
WIKI, WHICH IS AN APPLICATION IF  
YOU PLAY MUSIC, IT WILL TELL YOU

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THE WORDS OF THE SONG AND IT WILL  
PLAY IT ALONG WITH IT. THEY ALSO  
HAVE THINGS LIKE AWOL INSTANT  
MESSENGER, YOU CAN INSTANT MESSAGE  
SPRINT IP AND YOU CAN HAVE AN  
INSTANT MESSAGE CONVERSATION  
THROUGH RELAY SIMILAR TO ISA.  
THERE IS ALSO GOOGLE VOICE WHERE  
SOMEBODY CALLS YOUR PHONE AND YOU

♀

58

DON'T ANSWER IT, IT WILL TRANSCRIBE  
THE VOICE MAIL THAT'S LEFT WORD FOR  
WORD USING AUTOMATED VOICE  
RECOGNITION, SO THE ACCURACY IS NOT  
AS GOOD AS CAPTEL, BUT YOU STILL  
GET THE VOICE MAIL, AND YOU CAN  
STILL IDENTIFY WHAT THE PERSON IS  
SAYING.

ALL OF THOSE KIND OF THINGS  
ARE THINGS WE CAN CUSTOMIZE, AND  
WE'RE GOING TO TRY TO DO ONE FOR  
RELAY MISSOURI, SO PEOPLE WHO LIVE  
IN THE STATE CAN GET THE ID PACK  
AND HAVE IT CUSTOMIZED THE WAY THEY  
WANT TO FOR RELAY MISSOURI.

MR. BOYD: I HAVE ANOTHER  
COMMENT. SO WE'RE TALKING ABOUT  
CAPTIONED MOVIES AND YOU CAN DO  
THAT ON THAT PHONE, WOULDN'T THAT  
BE AWFULLY SMALL TO READ?

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MR. SELZNICK: IT IS.

MR. BOYD: BOY, YOU NEED A  
MAGNIFYING GLASS.

MR. SELZNICK: IT IS. THERE  
ARE CUSTOMIZATIONS YOU CAN DO. IF

♀

59

YOU HAVE A MOVIE, YOU CAN PUT IT ON  
HERE ON THE MEMORY CARD. THEN IT  
CAN SEARCH FOR THE CAPTIONS OF THAT  
MOVIE. IF IT FINDS THEM, THEN YOU  
CAN DOWNLOAD AND PUT THEM ON HERE.  
SO WHILE YOU ARE WATCHING ON THE  
SCREEN HERE, THEN YOU CAN WATCH IT  
WITH THE CAPTIONS. THERE ARE ALSO  
CERTAIN PHONES THAT SPRINT IS  
COMING OUT WITH THAT CAN DO THE  
PHONE TO THE TV. SO YOU CAN EITHER  
PLUG IN TO A FLAT SCREEN TV, HDTV  
OR YOU CAN DO A WIRELESS CONNECTION  
AND THEN YOU CAN STREAM THE MOVIE  
TO THE SCREEN WHILE WATCHING THE  
CAPTIONS THAT ARE ON HERE. SO YOU  
WILL HAVE CAPTIONS ON THE SCREEN  
HERE OF THE SAME MOVIE THAT YOU  
JUST DOWNLOADED. COOL. SO THAT  
WAS MY DEMO. WHAT I CAN DO IS I  
CAN PASS OUT THESE PHONES IF YOU  
WANT TO TAKE A LOOK AT THEM AND SEE  
HOW THEY ALL WORK.

FCC STUFF. I'M GOING TO GIVE  
YOU A PRETTY HIGH-LEVEL

♀

60

UNDERSTANDING OF WHAT'S GOING ON WITH THE FCC. KIND OF SAVE ON TIME BECAUSE I KNOW EVERYBODY WANTS TO MAKE SURE WE GET TO LUNCH. FCC HAS BEEN REALLY BUSY LATELY. SINCE OCTOBER THEY HAVE PUT OUT ABOUT NINE ORDERS. SOME OF THEM ARE KIND OF JUST INFORMATION ABOUT 911 THAT KIND OF STUFF, SO I'M GOING TO KIND OF GO THROUGH AT A HIGH LEVEL. WAIVER ON TOLL FREE, BASICALLY TODAY IF YOU HAVE A VRS OR IP SERVICE, YOU CAN LINK AN 800 NUMBER TO THAT. THE FCC DOESN'T WANT THAT. THE FCC WANTS TO KNOW YOUR LOCAL NUMBER BASED ON YOUR LOCATION. PRIOR TO THIS ORDER GOING INTO PLACE, PEOPLE COULD HAVE JUST AN 800 NUMBER. SO THE FCC WOULDN'T KNOW IF THEY WERE IN MISSOURI OR TEXAS OR CALIFORNIA BASED ON THE PHONE CALL BECAUSE IF YOU CALL AN 800 NUMBER YOU COULD BE ANYWHERE IN THE U.S. SO NOW YOU MUST HAVE A LOCAL PHONE NUMBER

♀

61

BASED ON THE AREA CODE NEAREST TO WHERE YOU ARE AT. SO IF I'M IN 573

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AND I'M SUPPOSED TO BE IN THAT AREA  
WHEN YOU TRY TO GET THE PHONE  
NUMBER FOR IT. THEY HAVE WAIVED  
IT. THEY HAVE EXTENDED IT SIX  
MONTHS SO IN OCTOBER, THE FCC IS  
GOING TO RE-EVALUATE MAKING SURE  
THAT THE COMPANIES THAT ARE STILL  
DOING THOSE TOLL FREE NUMBERS, THAT  
THEY ARE OFF THE TOLL FREE NUMBERS,  
AND THEY ARE USING ONLY THE LOCAL  
NUMBERS. COMMENTS ON VRS REFORM.  
EARLIER THIS YEAR THEY ASKED THE  
NATION ABOUT WHAT KIND OF THINGS DO  
WE NEED TO REFORM ABOUT THE VIDEO  
RELAY SERVICE?

TO GIVE YOU BACKGROUND. FCC  
WAS CONCERNED ABOUT FRAUD,  
INAPPROPRIATE BILLING OF VRS  
MINUTES AND WHAT WAS HAPPENING IS  
SEVERAL PEOPLE GOT ARRESTED AND ARE  
NOW EITHER CURRENTLY GOING TO JAIL  
OR ARE CURRENTLY IN THE PROCESS OF  
GETTING JUSTICE. ABOUT 26 PEOPLE

♀

62

WERE ARRESTED AND THAT WAS  
BASICALLY FROM A DEPARTMENT OF  
JUSTICE INVESTIGATION INTO HOW THE  
FCC WAS BEING BILLED. SO NOW THEY  
ARE ASKING FOR WHAT NEEDS TO BE  
REFORMED ABOUT VRS TO MAKE THAT  
MORE DIFFICULT. SO THEY WERE

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ASKING COMMENTS SUCH AS DO DEAF PEOPLE USE TECHNOLOGIES LIKE SKYPE OR VIDEO PHONES? WHICH ONES DO THEY USE? WHICH ONES NEED TO BE COMPATIBLE WITH THIS? WHAT KIND OF MINIMUM STANDARDS ARE NEEDED? THE MINIMUM STANDARDS TODAY MAY NOT BE THE MINIMUM STANDARDS THAT ARE OF TOMORROW, SO THEY ARE ASKING WHAT KIND OF THINGS NEED TO BE CHANGED. SO COMMENTS ON THAT WERE FINISHED, AND THEY ARE NOW EVALUATING WHAT THOSE REQUIREMENTS ARE.

911 CALLING. THE FCC PUT OUT A REMINDER HOW TO PROCESS 911 CALLS ON VRS AND RELAY. PROCEDURE THEY NEED TO GO THROUGH THE INTERPRETER. THEY HAVE TO BE ANSWERED FIRST

♀

63

AHEAD OF ANY OTHER CALL. SO THEY HAVE TO BE RIGHT, RANK THE PRIORITY FIRST CALL THAT'S ANSWERED BEFORE ANYBODY ELSE, THAT KIND OF STUFF. THAT WAS A REMINDER TO ALL THE VRS PROVIDERS INCLUDING SPRINT.

CVAA, THAT'S 21ST CENTURY COMMUNICATIONS AND VIDEO ACCESSIBILITY ACT, AS MARTY REFERRED TO EARLIER TODAY. BASICALLY NOT A WHOLE LOT OF THIS

HIT ON RELAY. NOW, THERE'S DEFINITELY THINGS AS A CELL PHONE PROVIDER SPRINT HAS TO DO SOME CHANGES, AND WE'RE LOOKING INTO WAYS TO DO THAT FOR THE BLIND AND FOR THE DEAF, BUT MOSTLY RELATED TO RELAY THEY WERE ASKING, THEY WERE BEGINNING TO ORDER THE VOICE OVER IP PROVIDER MUST CONTRIBUTE TO THE FEDERAL TRS FUND. I DON'T KNOW IF THAT GIVES ANY WEIGHT TO YOU GUYS TO HAVE VOICE OVER IP PROVIDERS PAY INTO THE TRS FUND FOR MISSOURI, BUT THERE'S NOW PRECEDENT FOR VOIP

♀

64

PROVIDERS TO PAY INTO THE TRS FUND.

MR. VANESCHEN: VOIP PROVIDERS DO PAY INTO THE RELAY MISSOURI FUND.

MR. SELZNICK: OKAY.

MR. VANESCHEN: GENERALLY THESE ARE WHAT'S REFERRED TO AS FIXED-BASED VOIP PROVIDERS. THEY ARE NOT THE NOMADIC VOIP PROVIDERS LIKE VONAGE, SKYPE, MAGIC JACK AND SO FORTH. BUT THE MISSOURI LAW WAS CHANGED A COUPLE OF YEARS AGO WHERE INTERCONNECTED VOIP PROVIDERS WERE REQUIRED TO REGISTER WITH THE MISSOURI PSC AND PAY INTO THE RELAY MISSOURI FUND AS WELL AS THE

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MISSOURI UNIVERSAL SERVICE FUND AND ALSO BE SUBJECT TO THE MISSOURI PSC ASSESSMENT.

MR. SELZNICK: THANK YOU, JOHN. I APPRECIATE THAT. SO THAT WAS THE ONLY THING THAT WAS RELEVANT TO RELAY. NOW, AGAIN, MARTY, IF YOU WOULD LIKE, WE CAN PROBABLY HAVE A DISCUSSION OF HOW THAT IMPACTS

♀

65

THINGS LIKE SPRINT AND HOW WE CAN SUPPORT TAP WITH THE CVAA. SO IF YOU LIKE, WE CAN DEFINITELY HAVE THAT DISCUSSION.

THERE IS A NEW TRS FUND ADMINISTRATOR FOR RELAY. FOR A LONG TIME IT WAS NECA. IT IS NATIONAL EXCHANGE CARRIER ADMINISTRATION. SO NOW THERE'S A NEW ORGANIZATION AND THAT'S CALLED TO BE CALLED RLSA AND THIS IS TOUGH FOR ME TO SAY, ROLKA, LOUBE, SALTZER ASSOCIATES. THEY ARE THE ONES OVERSEEING THE FUND FOR THE FCC'S TRS RELAY FUND.

MR. VANESCHEN: WHO ARE THOSE PEOPLE?

MR. SELZNICK: MY UNDERSTANDING, THEY ARE BASED OUT OF HARRISBURG, PENNSYLVANIA. THEY

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ARE AN ECONOMICS AND  
FINANCE-FOCUSED ORGANIZATION. THEY  
HAVE ADMITTED THEY ARE NOT TOO  
FAMILIAR WITH RELAY, BUT THEY ARE  
GETTING UP TO SPEED RIGHT NOW. SO

♀

66

THAT'S REALLY ALL THAT I KNOW ABOUT  
THEM. THEY WON BECAUSE -- MY  
UNDERSTANDING IS THEY WON BECAUSE  
OF THE OVERHEAD COST OF NECA. SO  
IT WAS MORE OF A CHANGE IN FCC, WHO  
IS ADMINISTERING THE FUND, WHO IS  
MAKING PROJECTIONS OF COSTS AND  
STUFF LIKE THAT.

MR. CECIL: NECA USED TO HAVE A  
GREAT DEAL OF DATA AVAILABLE TO THE  
STATES, TO ANYBODY ON THEIR WEBSITE  
FOR VRS, IP REAL ESTATE LAY AND SO  
ON. IS THAT DATA GOING TO TRANSFER  
TO THE NEW GROUP?

MR. SELZNICK: I BELIEVE SO. I  
DON'T KNOW FOR SURE, BUT I BELIEVE  
SO. IT MAKES SENSE BECAUSE IT IS  
JUST A TRANSITION OF WHOSE  
RESPONSIBILITY IS, BUT THEY WILL  
STILL HAVE ALL THAT DATA TO USE FOR  
PROJECTIONS AND STUFF.

HERE IS THE BASIC ONE. THERE  
HAVE BEEN SOME VRS REFORMS ENACTED,  
AND I'M GOING TO TRY TO TOUCH ON  
SOME OF THEM. VRS INTERPRETERS



♀

67

CANNOT INTERPRET VRS CALLS FROM HOME. SO THAT MEANS THEY NEED TO BE AT A CALL CENTER, AND THEY NEED TO HAVE SECURITY AND PRIVACY, ALL OF THAT KIND OF STUFF.

INTERPRETERS CANNOT BE COMPENSATED FOR MINUTES THAT THEY PROCESS. SO THEY DON'T HAVE ANY INCENTIVE TO PROCESS MORE MINUTES FOR THEMSELVES SO THEY GET PAID MORE. SO THE ISSUE WAS THAT THERE WAS VRS COMPANIES THAT WERE PAYING THE INTERPRETERS PER MINUTE INSTEAD OF BY THE HOUR. AND THE MORE MINUTES THAT THEY PROCESSED, THE MORE THEY GOT PAID. THAT WAS CREATING INCENTIVES FOR PEOPLE TO DO FRAUDULENT THINGS, LIKE CALLING THEMSELVES BY MAKING A PHONE CALL AND FIGURING HOW TO ROUTE IT TO THEMSELVES AND LEAVING IT BUSY SO THAT THEY CAN GET PAID FOR BASICALLY DOING NOTHING.

NO CALLS FROM VRS, I CANNOT LEAVE THE UNITED STATES AND MAKE

♀

68

CALLS FROM OUTSIDE THE UNITED STATES UNLESS I NOTIFY THE VRS

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PROVIDER IN ADVANCE. SO THAT MEANS I LIVE IN THE UNITED STATES AND I'M GOING TO TRAVEL TO EUROPE FOR UP TO FOUR WEEKS, I HAVE TO NOTIFY SPRINT VRS THAT I'M GOING TO BE USING SPRINT VRS SERVICES OUTSIDE THE UNITED STATES. WE WILL BE TRACKING THAT THROUGH THE IP. WE WILL TRACK IT. IF THEY HAVE NOT NOTIFIED US, WE BLOCK THEM FROM MAKING CALLS SO THAT INTERNATIONAL PEOPLE CANNOT BE USING VIDEO RELAY SERVICES. THERE WAS ACCUSATIONS THAT PEOPLE FROM CHINA WERE MAKING CALLS INTO VRS IN ORDER TO GENERATE MINUTES FOR THOSE COMPANIES THAT WERE DOING IT FRAUDULENTLY.

NO PRIVACY SCREEN FOR INTERPRETERS. THERE'S BEEN SITUATIONS WHERE CALLS WOULD COME IN. INTERPRETER WOULD PUT THE PRIVACY SCREEN UP SO YOU COULD NOT SEE THE INTERPRETER. SOMETIMES THE

♀

69

DEAF PERSON SO NEITHER PARTY COULD SEE EACH OTHER, BUT THEY WERE GENERATING RELAY MINUTES. THEY WOULD GO ON FOR HOURS, NO CONVERSATION, NO RELAY. IT WASN'T A SITUATION WHERE MAYBE THEY WERE ON HOLD WITH SOMEBODY THEY WERE

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TALKING TO, THAT KIND OF STUFF.  
THERE WAS NEVER ANY SITUATION LIKE  
THAT. SO INTERPRETERS ARE NOT  
ALLOWED TO HAVE PRIVACY SCREENS ON.  
THE DEAF PERSON CAN, BUT THE  
INTERPRETER MUST REMAIN VISIBLE AT  
ALL TIMES. ONE MORE THING AND THEN  
WE'LL KIND OF --

MR. CECIL: I'M SORRY. WHAT IS  
A PRIVACY SCREEN?

MR. SELZNICK: CERTAINLY. SOME  
OF THE RELAY SERVICES PROGRAMS HAVE  
THE ABILITY TO SIMPLY, IT IS KIND  
OF LIKE PUTTING SOMEBODY ON HOLD.  
YOU CAN'T HEAR THEM AT ALL, YOU  
CAN'T SEE THEM ALL. WHAT HAPPENS  
IS THAT A SCREEN WOULD COME UP THAT  
WOULD DISPLAY SOMETHING LIKE THE

♀

70

COMPANY'S LOGO WHEN YOU ARE ON HOLD  
OR JUST PRIVACY, YOU CAN'T SEE ME.  
WHAT HAPPENED IS THAT THE  
INTERPRETERS WOULD DO THAT WHEN  
THEY ARE ON HOLD SO THEY CAN DRINK,  
THEY CAN READ SOMETHING, JUST  
WAITING FOR SOMEBODY. OKAY, WE'RE  
BACK. OKAY, I'M GOING TO TURN OFF  
THE PRIVACY SCREEN. NOW I CAN  
INTERPRET FOR THE DEAF PERSON.  
WHAT HAPPENED IS THE FRAUDULENT

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ISSUES WERE COMING UP WAS THAT THE INTERPRETER WOULD LEAVE THAT PRIVACY SCREEN ON AND THEN THE DEAF PERSON WOULD LEAVE THEIR OWN SIDE BECAUSE YOU CAN ALSO DO IT FROM YOUR OWN VIDEO PHONE SERVICE. IT IS LIKE PUTTING IT ON HOLD. IT WOULD BE TWO PEOPLE ON THE LINE BOTH PUTTING IT ON HOLD AND NOT TALKING TO EACH OTHER AND RUNNING VRS MINUTES. THE TERM WAS CALLED RUN CALLS WHERE THEY WOULD JUST GENERATE MINUTES AND NO RELAY SERVICE WOULD EVER HAPPEN. SO IT

♀

71

WAS FRAUDULENTLY -- ENDED UP FRAUDULENTLY BILLING THE TRS FUND.

THE LAST ONE IS THERE ARE CURRENTLY ABOUT 50 VRS COMPANIES OUT THERE IN THE MARKET TODAY, DIFFERENT, DIFFERENT PLANS, SPRINT VRS, CSDVRS, ALL OF THESE COMPANIES THAT ARE NOT CERTIFIED BY THE FCC. IN ORDER TO GET PAID FROM THE VRS FUND OR THE RELAY FUND FROM THE FCC, YOU MUST BE CERTIFIED. THERE ARE REQUIREMENTS TO MEET CERTIFICATION. YOU HAVE TO BE EITHER A CERTIFIED STATE RELAY PROVIDER OR YOU HAVE TO BE CERTIFIED DIRECTLY BY THE FCC,

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THESE KIND OF RULES. ONLY NINE VRS  
COMPANIES ARE CERTIFIED TO GET  
REIMBURSED FROM THE FCC FUND.  
THERE ARE 50 OUT THERE THAT ARE  
OPERATING SOME KIND OF SERVICE,  
WHETHER THEY ARE PAID BY THE -- BY  
ANOTHER COMPANY OR SOME OTHER WAY,  
THEY ARE GENERATING MINUTES. THEY  
ARE OUT THERE AND THEY ARE

♀

72

ADVERTISING THEIR WEBSITE. THEY  
HAVE INTERPRETERS ON STAFF WHO ARE  
RECEIVING CALLS, THAT KIND OF  
STUFF. WHAT'S HAPPENING IS THAT  
MOST OF THEM HAVE REVENUE-SHARING  
AGREEMENTS. THEY WILL GO TO A  
COMPANY, LET'S SAY, THAT'S  
CERTIFIED. LET'S SAY SORRENSON,  
AND THEY SAY, WE'RE GOING TO  
PROCESS THESE CALLS, BUT WE'RE  
GOING TO PAY YOU 10% IF YOU BILL  
THOSE MINUTES TO THE FCC AND YOU  
PAY US 90% OF WHAT THE FCC WOULD  
PAY YOU FOR THAT. THAT WAY WE GET  
MONEY, YOU GET SOME MONEY BECAUSE  
YOU ARE DOING SOME WORK FOR US, AND  
WE CAN OPERATE BUT WE'RE NOT  
CERTIFIED. THE FCC NEVER HAD  
OVERSIGHT OF THESE COMPANIES THAT  
ARE NOT CERTIFIED. THERE'S AGAIN

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40 PLUS OF THEM. THIS ORDER STATES  
THAT IN ORDER FOR THOSE COMPANIES  
TO BE CONSIDERED FOR REIMBURSEMENT  
AT ALL, THEY HAVE TO LABEL  
THEMSELVES WITH THE PRIVATE COMPANY

♀

73

THAT CAN BILL THE FCC. NOW THEY  
HAVE TO SAY I AM X, Y, Z  
INTERPRETING POWERED BY SORRENSON.  
THOSE KIND OF THINGS ARE IN THE  
PROCESS OF HOW THE FCC IS TRYING TO  
GET MORE VISIBILITY INTO THOSE  
RELAY SERVICES COMPANIES SO THEY  
COULD SAY OKAY, SORRENSON IS THE  
BILLING COMPANY. NOW WE KNOW WE  
HAVE TO LOOK MORE CLOSELY AT  
SORRENSON'S MINUTES.

LAST THING IS CURRENTLY OPEN  
TODAY UNTIL APRIL 28TH THE FCC IS  
LOOKING FOR COMMENTS ON RATES AND  
COMPENSATION FOR VRS. LIKE I SAID,  
FIRST TIER ZERO TO 50,000 MINUTES  
IS \$6.24 PER MINUTE. AND SO FORTH.  
IF YOU WANT TO COMMENT ON THAT,  
THEY WANT TO KNOW WHAT KIND OF  
THINGS DO YOU WANT INCLUDED IN  
THAT? SO RELAY MISSOURI CAN  
COMMENT ON THAT. I'M ASSUMING THEY  
WILL WANT TO BRING DOWN THE PRICE  
TO SOMETHING THAT'S MORE IN LINE  
WITH TRS OR CAPTEL. THAT'S

♀

SOMETHING THAT EVERYBODY CAN COMMENT ON UNTIL APRIL 28TH. ANY QUESTIONS ABOUT THE FCC?

MR. VANESCHEN: THE COMPANIES THAT AREN'T CERTIFIED TO PROVIDE VIDEO RELAY SERVICE, IT SOUNDS LIKE THEY ASSOCIATE THEMSELVES WITH A CERTIFIED PROVIDER. ANY MINUTES THAT THOSE UNCERTIFIED CARRIERS HANDLE, THEY GET REIMBURSED FROM THE FUND?

MR. SELZNICK: THE FUND WOULD PAY THE CERTIFIED PROVIDER, THE CERTIFIED PROVIDER WOULD THEN KICKBACK TOWARDS THE NONCERTIFIED PROVIDERS. WE BILLED YOUR MINUTES. WE'RE SAYING THESE ARE OUR MINUTES AND THE FCC WILL LOOK AT THEM, THEY ARE YOUR MINUTES. THEY ARE REALLY ANOTHER COMPANY'S.

MR. VANESCHEN: HOW DOES ONE KNOW THAT THE UNCERTIFIED CARRIER IS DOING EVERYTHING THAT IS EXPECTED OF A CERTIFIED CARRIER?

MR. SELZNICK: THEY DON'T.

♀

THAT'S WHY THAT ORDER HAPPENED. FCC HAD NO OVERSIGHT. THESE

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COMPANIES WERE BASICALLY FINDING A LOOPHOLE INTO TRYING TO GET PAID. THAT'S WHY THESE ORDERS HAPPENED.

WE CAN GO ON TO SOME OF THE MORE EXCITING STUFF SPECIFICALLY RELATED TO RELAY MISSOURI. HISTORICAL CALL VOLUME SINCE JULY 2008 TO TODAY. AS YOU CAN SEE, YEAR OVER YEAR DECLINES. IT USED TO BE 10% YEAR OVER YEAR. NOW IT IS LEVELING OFF A BIT. WE'RE SEEING CLOSER TO 5%. AS YOU CAN SEE PRETTY MUCH THIS YEAR IS ABOUT LEVEL, ABOUT 30,000 CALLS PER MONTH. WE HAVE NOT YET GOTTEN DATA FOR APRIL, MAY AND JUNE, SO THAT'S YOU ARE SEEING ZERO. BUT PRETTY MUCH YOU CAN SEE WE'RE LEVELING OFF. SINCE 2003 OUR PEAK WAS AT 2003, AND IT WAS ABOUT 70,000 TO 80,000 CALLS PER MONTH ON TRS, VOICE CARRYOVER, HEARING CARRYOVER, SPEECH TO SPEECH, ETC. AND NOW

♀

76

WE'RE DOWN TO JUST UNDER 30,000 IN SEVEN YEARS.

CAPTEL. NOW, LAST YEAR WE WERE HOVERING AROUND 20,000 CALLS PER MONTH. THIS YEAR WE'RE A LITTLE BELOW THAT. CAPTEL IS ACTUALLY A GROWING SERVICE. SPRINT



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CONTINUES TO DO MORE AND MORE  
CAPTEL CALLS NATIONWIDE PER MONTH.  
NOW, WHY DO WE SEE RELAY MISSOURI  
GO DOWN? THERE'S ONE BIG REASON  
FOR THAT. IF YOU CAN GO ON TO THE  
NEXT SLIDE, IP CAPTEL. IP CAPTEL  
IS REIMBURSED BY THE FCC. SO THE  
FEDERAL COMMUNICATIONS COMMISSION  
PAYS FOR WEB CAPTEL AND THE CAPTEL  
800-I. SO ANY TIME ANY OF THOSE,  
ANY TIME ANYBODY USES THOSE  
SERVICES, RELAY MISSOURI DOES NOT  
PAY FOR THEM. THE FCC PAYS FOR  
THEM. TAP DOES DISTRIBUTE 800-IS.  
THAT DOES NOT IMPACT THE RELAY  
MISSOURI FUND. THAT IMPACTS THE  
FCC FUND. SO WHAT HAPPENED WAS WE  
STARTED DISTRIBUTING THE CAPTEL

♀

77

800-I IN AUGUST OF 2009. PRIOR TO  
THAT IT WAS JUST WEB CAPTEL THAT  
WAS BEING REIMBURSED BY THE FCC.  
WEB CAPTEL IS NOT FUNCTIONALLY  
EQUIVALENT TO CAPTEL SERVICE, THE  
PHONE. PEOPLE LIKE IT. IT IS MORE  
ACCESSIBLE IN SOME WAYS, BUT IT IS  
NOT EQUAL TO JUST PICKING UP THE  
PHONE AND DIALING. YOU HAVE TO LOG  
INTO THE WEB BROWSER. YOU MUST  
REMAIN LOGGED INTO THE WEB BROWSER

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IF YOU WANT TO RECEIVE THE CALL. IT IS MORE COMPLICATED. PEOPLE WEREN'T USING IT COMPARED TO THE CAPTEL 200 AND CAPTEL 800 PLUG-IN PHONES ON THE LAND LINE. WHEN 800-I CAME OUT, THE INDUSTRY, THIS IS ALL PUBLIC INFORMATION, INDUSTRY STARTED TAKING OFF. CURRENTLY THE FCC REIMBURSES MORE THAN 1 MILLION CAPTEL IP MINUTES PER MONTH. SO IN ABOUT A YEAR, IT BASICALLY SKYROCKETED. SO WE'VE GONE FROM APPROXIMATELY ABOUT 200,000 WEB CAPTEL MINUTES. WEB CAPTEL HAS

♀

78

STAYED PRETTY FLAT, MEANING NOT MANY MORE PEOPLE ARE USING IT TODAY THAN BACK THEN. BUT CAPTEL 800-I HAS JUST TAKEN OFF. THE LAST DATA WE'VE GOTTEN IS OCTOBER OF 2010. NECA HASN'T UPDATED THE MOST RECENT DATA, BUT, AGAIN, IT IS OVER 1 MILLION MINUTES PER MONTH. MOST OF THESE PEOPLE WHO ARE ALREADY USING A CAPTEL 200 800 MODELS AND UPGRADE TO THE 800-I OR ARE BRAND NEW PEOPLE AND ARE NOT USING THE 200 OR 800 MODEL. ANY QUESTIONS ABOUT HOW CAPTEL 800-I HAS TAKEN OFF? WITH THE CAPTEL 800-I BECAUSE IT USES PHONE AND INTERNET MREIN PEOPLE ARE

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ABLE TO RECEIVE CALLS MUCH EASIER  
THAN PAYING FOR TWO PHONE LINES ON  
A CAPTEL 800. SO WE'VE NOTICED  
THAT THE AVERAGE USER ON THE CAPTEL  
800-I USES ABOUT TWICE AS MANY  
MINUTES AS JUST STANDARD 800 USER  
THAT'S REIMBURSED BY THE STATE OF  
MISSOURI. SO WE SEE ABOUT 200  
MINUTES PER MONTH PER USER ON 800-I

♀

79

VERSUS 100 MINUTES PER MONTH PER  
USER ON THE CAPTEL 800.

SO OVERALL, NUMBER OF MINUTES  
THAT WE'RE DOING PER MONTH. WE'RE  
DOING ABOUT 70,000 MINUTES PER  
MONTH FOR TRS. WE'RE DOING A  
LITTLE MORE TRS INSTEAD OF CAPTEL.  
CAPTEL IS HOVERING AT ABOUT 50,000  
MINUTES.

ALL TOGETHER HISTORICAL  
PICTURE, 2003 OUR PEAK DOWN TO  
RIGHT NOW, WE'VE GOT ABOUT THREE  
MONTHS' DATA YEAR-TO-DATE FOR  
CAPTEL AND TRS. YOU CAN SEE THE  
DOWNWARD CLINE. IT IS BEING PICKED  
UP BY THE FCC, VRS, IP RELAY AND  
INTERNET CAPTEL SERVICES ALL TAKING  
OFF. THAT'S IT WITH THESE KIND OF  
NUMBERS. LET'S TALK TO YOU A  
LITTLE BIT ABOUT OUTREACH. AS I

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SAID EARLIER, WE'VE HIRED TWO  
OUTREACH SPECIALISTS, AND THEY HAVE  
BEEN ABSOLUTELY PHENOMENAL IN  
INCREASING OUR EXPOSURE AND  
EDUCATION TO THE COMMUNITY. THEY

♀

80

HAVE DOING A LOT MORE ONE-ON-ONE TO  
INDIVIDUAL BUSINESSES VERSUS  
PREVIOUS STRATEGY, WHICH WAS TO GO  
TO CONFERENCES AND GO TO EDUCATE  
PEOPLE IN LARGE MASSES. SO AS YOU  
CAN SEE, IT MIGHT BE A LITTLE HARD  
TO READ AND I CAN ACTUALLY SEND YOU  
AN UPDATED COPY, THE ACTUAL FILE,  
IF YOU WOULD LIKE. AGAIN, MORE  
INTERFACING DIRECTLY WITH HEARING  
AID PROVIDERS, SENIOR CITIZEN  
SERVICE CENTERS, LIVING CENTERS,  
JUST A DIRECT INTERFACING WITH  
THOSE ORGANIZATIONS, OR ONE-ON-ONE  
AND A SMALL GROUP KIND OF  
PRESENTATIONS. IF YOU WANTED TO, I  
CAN KIND OF GO THROUGH THIS. IT  
WILL GIVE YOU THE BIG PICTURE.  
THESE ARE THE THINGS THAT ARE GOING  
ON. WE'VE DONE 53 EVENTS OVER THE  
PAST SIX MONTHS, AND WE'VE GOT A  
WHOLE LOT MORE TO DO THROUGH THE  
REST OF THE YEAR. ANY QUESTIONS ON  
THE OUTREACH?

FANTASTIC. IF YOU CAN GO TO

♀

THE LAST SLIDE.

MS. BAKER: I HAVE A QUESTION ON YOUR OUTREACH. A LOT OF THESE PLACES ARE EITHER IN KANSAS CITY, ST. LOUIS OR COLUMBIA. DO YOU GO IN AREAS LIKE WEST PLAINS OR POPLAR BLUFF? OR YOU MENTIONED SEDALIA, WARRENSBURG.

MR. SELZNICK: SINCE WE JUST RECENTLY HIRED THEM, IT WAS MORE OF A FOCUS WAS TRYING TO GET THEM ACQUAINTED TO MAKING SURE THIS IS THE RIGHT STRATEGY TO DO. WE'VE TESTED THAT STRATEGY. WE'RE COMFORTABLE WITH IT. NOW THEY ARE GOING TO BE DOING IT, SPECIFICALLY HITTING CITIES AND DOING A BLITZ IN HANNIBAL, SEDALIA, POPLAR BLUFF, CAPE GIRARDEAU, THOSE CITIES WE'RE GOING TO BE BLITZING JOPLIN AND BRANSON, ALL THOSE PLACES, FINDING OUT WHAT'S THERE AND SPENDING A WEEK OR TWO IN THOSE AREAS FOCUSED ON MEETING AS MANY HEARING AID SUPPLIERS, ORGANIZATIONS, SENIOR

♀

CITIZEN CENTERS, LIVING CENTERS, ALL OF THAT STUFF. IF THERE'S ANY

OTHER QUESTIONS, I CAN ANSWER THEM THROUGH THE REST OF THE DAY, BUT I'VE PRETTY MUCH COMPLETED MY PRESENTATION, AND I HOPE YOU GUYS ARE READY TO HAVE LUNCH.

MR. TELTHORST: GOOD JOB, DENNIS. THANKS.

MS. BAKER: THANK YOU FOR AN EXCELLENT REPORT. AND I GUESS WE BREAK FOR LUNCH.

MR. SELZNICK: ONE OTHER THING I FORGOT TO MENTION. WE GOT AN AWARD EARLIER THIS YEAR ABOUT ACCESSIBILITY. ABILITY MAGAZINE WAS REALLY PROUD OF HOW SPRINT HAS BEEN EDUCATING THE COMMUNITY AND STUFF LIKE THAT. THEY GAVE US AN AWARD IN ABILITY MAGAZINE. IT IS ACTUALLY ONE OF THE BIGGER KNOWN MAGAZINES ABOUT ACCESSIBILITY. SO IF YOU GUYS WANT, HERE IS THE ARTICLE IF YOU WANT TO SEE THE AWARD THAT WE GOT FROM THE ABILITY

♀

83

MAGAZINE ABOUT ACCESSIBILITY. THAT'S IT.

MR. TELTHORST: GREAT.

MS. BAKER: OKAY.

MS. PARISH: FOR LUNCH WE HAVE MADISON'S CAFE. WE'VE GOT LASAGNA OR CAVATELLI, BREAD AND SALAD.

APRIL 2011

THERE' S ICED TEA, WATER OR COFFEE TO DRINK. IF ANYBODY ELSE NEEDS AN EXPENSE REPORT TO TURN IN, IF YOU WILL JUST LET ME KNOW AND I WILL GET YOU A COPY. HELP YOURSELVES.

(THE NOON RECESS WAS TAKEN.)

MS. BAKER: I DON' T SEE DANA AND JOHN.

MS. PARI SH: I' M HERE.

MS. BAKER: I WOULD LIKE TO BEGIN THE AFTERNOON SESSION, AND I BELIEVE ON OUR AGENDA IS THE UPCOMING RFP REVIEW. IS THAT SOMETHING THAT JOHN HAS TO DI SCUSS?

MR. CECIL: I WILL BE DI SCUSSING THAT.

MS. BAKER: YOU HAVE THE FLOOR.

MR. CECIL: OKAY. I DON' T HAVE

♀

84

JOHN' S NOTES FOR THE PSC REPORT. HOPEFULLY HE WILL BE BACK SHORTLY FOR THAT. I WILL GO AHEAD AND DI SCUSS THE RFP. THE RELAY CONTRACT THAT THE STATE HAS WITH SPRINT WILL EXPIRE A YEAR FROM NEXT JUNE.

MS. BAKER: CAN YOU EXPLAIN? THERE' S SOME PEOPLE HERE THAT DON' T UNDERSTAND THE ACRONYMS. CAN YOU EXPLAIN WHAT RFP IS?

APRIL 2011

MR. CECIL: SURE. I'M SORRY I DIDN'T DO THAT. RFP STANDS FOR A REQUEST FOR PROPOSAL. WHENEVER THE STATE SEEKS A SERVICE FROM A VENDOR, IT HAS TO ISSUE A REQUEST TO ALL VENDORS IN THAT INDUSTRY TO GIVE EVERYONE AN EQUAL OPPORTUNITY TO BID. WE PUT INTO THOSE REQUESTS FOR PROPOSALS OUR REQUIREMENTS FOR THE SERVICE. THEN THE VENDORS WILL EXAMINE THAT AND DETERMINE WHETHER OR NOT THEY WISH TO BID. SHOULD THEY CHOOSE TO, THEN THEY RESPOND AND WE EVALUATE THOSE. IN THIS

♀

85

CASE WE HAVE A CONTRACT WITH SPRINT THAT'S MANY YEARS OLD AND WILL EXPIRE A YEAR FROM NEXT JUNE.

MS. BAKER: JUNE 2012?

MR. CECIL: JUNE 2012. TO PROPERLY EVALUATE THIS CONTRACT WOULD TAKE A FEW MONTHS. TO DECIDE WHAT WE WANT IN THE CONTRACT ALSO REQUIRES TIME. SO WE'RE BEGINNING A LITTLE OVER A YEAR IN ADVANCE OF THE PROCESS. SO WE'LL BE SEEKING INPUT FROM THIS COMMITTEE ON WHAT YOU THINK IS NECESSARY FOR A PROPERLY RUN RELAY SERVICE. WE'LL TAKE THAT INPUT AND WE'LL TRY TO WRITE IT, INCLUDE IT IN WHAT WE



APRIL 2011

WANT IN TERMS OF THE SCOPE OF WORK  
THAT WE WANT IN THE NEW CONTRACT.  
PROBABLY WE' LL ISSUE THE RFP SOME  
TIME SEPTEMBER, OCTOBER, AND WE' LL  
BE ASKING ONE OF YOU TO JOIN US ON  
THE REVIEW COMMITTEE. THAT PROCESS  
WILL INVOLVE MEETINGS, E-MAIL  
MEETINGS, IN-PERSON MEETINGS,  
PROBABLY JUST ONE OF THOSE AND YOUR

♀

86

EXPENSES WILL BE REIMBURSED AND YOU  
WOULD SERVE ON A COMMITTEE -- I' M  
SORRY. MY THOUGHTS ARE SOMEWHAT  
SCATTERED. VERY LIKELY ONCE THIS  
RFP HAS BEEN REVIEWED AND THEN A  
VENDOR EVENTUALLY SELECTED THAT  
CHOICE WILL BE TAKEN TO THE  
COMMISSIONERS AND THE COMMISSIONERS  
WILL DETERMINE YES OR NO WHETHER  
THEY AGREE WITH THAT. THERE ARE  
STATE REQUIREMENTS THAT ARE  
INVOLVED THAT HAVE TO BE SATISFIED  
AS WELL. THERE WILL BE A LARGER  
COMMITTEE THAT WILL REVIEW IT TO BE  
CERTAIN IT STATES THAT YOU ARE  
SATISFIED. SHOULD SPRINT BE  
SELECTED AS THE VENDOR, SHOULD THEY  
BID, THEN THERE WOULD BE NO CHANGE,  
OTHER THAN THE RATES. IF ANOTHER  
VENDOR WOULD BE SELECTED, WE WOULD

APRIL 2011

HAVE TO AWARD THE CONTRACT IN  
ENOUGH TIME TO GET THE VENDOR THE  
TIME TO GET THEIR TECHNOLOGY  
ON-LINE, WHICH IS WHY WE ENVISION  
THIS PROCESS TO TAKE APPROXIMATELY

♀

87

A YEAR, AND WE WILL BEGIN THIS  
PROCESS IN A FEW MONTHS. THAT'S  
WHAT WE HAVE TO SAY ON IT. I WISH  
JOHN WERE HERE BECAUSE I DO NOT  
HAVE HIS DISCUSSION ON THE --

MS. MCCLOWRY: THE MAIN ITEM --

MS. PARISH: THE MAIN ITEM I  
HAVE IS THE RELAY SURCHARGE. IT  
HAS BEEN REDUCED FROM 13 CENTS TO  
11 CENTS EFFECTIVE MARCH 1ST, I  
BELIEVE. COMPANIES WERE TO USE THE  
REDUCED AMOUNT AND RELAY FUND IS  
JUST UNDER 5 MILLION. SO WE  
HAVEN'T SEEN AN IMPACT AS OF YET,  
NOT UNTIL WE GET THE NEWER REPORTS.  
THAT'S ALL I HAVE. WE ALSO HAVE  
THE VACANCIES. WE CAN DISCUSS  
THAT.

MR. CECIL: LET'S GO AHEAD AND  
DISCUSS THAT. I BELIEVE WE HAVE  
TWO VACANCIES AT THE MOMENT.

MS. BAKER: JUST TWO?

MR. CECIL: JUST TWO.

MS. BAKER: REALLY?

MR. CECIL: AT THE MOMENT. THE

♀

SEAT THAT WAS FORMERLY OCCUPIED BY A DEAF PERSON, WE STILL NEED A NAME, AND WE'RE STILL SEEKING NAMES. AND DENNIS -- NOT DENNIS -- JEFF PRAIL'S, THE AT LARGE SEAT IS OPEN. HOWEVER, BARBARA GARRISON, LINDA BAKER, LESLIE TURNER AND WHO ELSE?

MS. PARISH: DID YOU SAY MICHAEL BOYD?

MR. CECIL: AND MICHAEL'S SEATS ALL COME VACANT NEXT OCTOBER. ALL THOSE SEATS WILL BE VACANT NEXT OCTOBER, AND WE'LL BE NEEDING TO SEEK RENOMINATIONS.

MS. BAKER: IS THERE A TERM LIMIT?

MR. CECIL: THREE-YEAR TERM LIMITS. THEY WILL EXPIRE BEFORE THE NEXT MEETING. BY THE NEXT MEETING WE'LL HAVE TO HAVE MADE SOME MOVEMENT. SO WHAT I'M ASKING IS THAT WE ENTERTAIN DISCUSSIONS AND ASK EACH OF YOU WHETHER OR NOT YOU ARE INTERESTED IN CONTINUING TO

♀

SERVE. IF YOU ARE, THEN WE NEED TO ENTERTAIN MOTIONS AND SO ON AND SO

APRIL 2011

FORTH TO TAKE YOUR NAMES BEFORE THE COMMISSION. DO YOU WANT TO DO THAT BEFORE THE NEXT MEETING? THAT WOULD BE SOMEWHAT DIFFICULT. DO YOU WANT TO DO THAT NOW?

MS. BAKER: THE NEXT MEETING IS ABOUT WHEN?

MR. CECIL: IT HASN'T BEEN DETERMINED, BUT IT WILL BE SOME TIME IN OCTOBER.

MS. BAKER: IT SOUNDS LIKE WE NEED TO ACT ON IT.

MR. CECIL: IF WE DON'T MAKE SOME DECISIONS, IT COULD BE ONE TO TWO YEARS BEFORE YOUR SEATS ARE FILLED AGAIN. THAT'S SOMETHING WE JUST DON'T REALLY WANT TO SEE HAPPEN.

MS. BAKER: DO YOU WANT TO HAVE AN OPEN DISCUSSION?

MR. CECIL: THAT'S UP TO YOU. THAT'S YOUR CALL.

MS. BAKER: I'M JUST ASKING THE

♀

90

MEMBERS, DO YOU WANT TO E-MAIL YOUR DESIRE OR DO YOU WANT TO DISCUSS IT HERE AT THE MEETING? WE NEED TO KNOW, I WOULD SAY, BY JUNE.

MR. CECIL: TO BE CANDID, IF WE DON'T MAKE A DECISION TODAY, WE'RE NOT LIKELY TO MAKE ONE NEXT

APRIL 2011

OCTOBER, AND IT WILL BE A FULL YEAR BEFORE WE GET YOUR SEAT DISCUSSED AND POSSIBLY REPLACED.

MR. BOYD: I HAVE A QUESTION. THE POSITION, YOU ARE ALLOWED TO HAVE TWO TERMS?

MR. CECIL: YOU CAN HAVE THREE TERMS.

MR. BOYD: THREE TERMS, OKAY. EACH TERM IS TWO YEARS?

MR. CECIL: THREE YEARS.

MR. BOYD: THREE, THREE AND THREE. OKAY, I UNDERSTAND NOW.

MS. BAKER: THE PEOPLE THAT YOU JUST NAMED THAT THEIR TERM ENDS IN OCTOBER, ARE THEY IN THEIR FIRST TERM, SECOND OR THIRD TERM?

MR. CECIL: TECHNICALLY THEIR

♀

91

TERMS END SOME TIME BEFORE NEXT OCTOBER. PRACTICALLY SPEAKING THEY END IN OCTOBER AND THEY ARE IN THEIR FIRST TERMS.

MS. TURNER: THIS IS MY SECOND TERM. AT THE LAST MEETING I SAID I'M NOT GOING TO PURSUE AFTER THIS TERM.

MR. CECIL: AFTER THIS TERM.

MS. TURNER: I'M GOING TO STEPDOWN.

APRIL 2011

MR. CECIL: THEN WE'LL NEED TO  
SEEK NAMES TO CONSIDER AS  
CANDIDATES FOR THE HARD OF HEARING  
SEAT. I NEED TO ASK YOU TO BE  
VIGOROUS ABOUT THAT. WE'RE STILL  
SEEKING NAMES FOR A DEAF SEAT,  
WHICH HAS NOW BEEN VACANT FOR  
NEARLY THREE YEARS. THE AT LARGE  
SEAT WHICH JUST CAME VACANT.

MR. TELTHORST: I HAVE A  
QUESTION FOR WALT. WALT, THIS IS  
PROBABLY A VERY BAD IDEA, BUT I  
WILL PUT IT OUT THERE ANYWAY JUST  
TO THINK ABOUT. WHENEVER WE HAVE A

♀

92

VACANCY, WE OFTEN ASK THOSE ON THE  
COMMITTEE FOR RECOMMENDATIONS.

MR. CECIL: CORRECT.

MR. TELTHORST: I DON'T KNOW  
THAT WE EVER LOOK OUTSIDE OF THOSE  
ON THE COMMITTEE FOR  
RECOMMENDATIONS. BUT I THOUGHT  
SINCE THIS IS A STATE ADVISORY  
COMMITTEE, ONE GROUP WE COULD  
APPROACH OR AT LEAST LET THEM KNOW  
THAT WE'RE SEEKING CANDIDATES WOULD  
BE THE LEGISLATURE AND SEE IF THERE  
ARE LEGISLATORS WHO HAVE  
CONSTITUENTS THAT THEY PERHAPS KNOW  
OF OR WORK WITH WHO MIGHT SERVE IN  
THAT CAPACITY. IT WOULD HELP US

APRIL 2011

PERHAPS BUILD A LITTLE GOODWILL OR  
A LITTLE BIT OF A BASE WITH THE  
LEGISLATURE THAT WE'RE OUT HERE,  
THAT WE'RE SEEKING CANDIDATES AND  
WHAT NOT. NOW, AS THEY SAY, YOU  
HAVE TO BE CAREFUL WHAT YOU ASK  
FOR, YOU MIGHT GET IT. WE MIGHT  
GET FAR MORE CANDIDATES THAN WE  
NEED. WE MIGHT NOT GET ANY

♀

93

RESPONSE. IF THE COMMITTEE AND THE  
CHAIR THINK IT IS A GOOD IDEA, I  
DON'T SEE THAT IT WOULD BE A  
DETRIMENT TO AT LEAST LET THEM KNOW  
WE NEED THREE OR FOUR CANDIDATES,  
WHATEVER IT MIGHT BE. HERE ARE THE  
CRITERIA.

MR. CECIL: I THINK IT IS A  
GREAT IDEA. HISTORICALLY WE'VE  
APPEALED TO THE COMMISSION FOR THE  
DEAF, AND WE HAVEN'T GOTTEN ANY  
NAMES FROM THEM FOR AWHILE. WE  
HAVE RELIED ON THE MEMBERS OF THE  
COMMITTEE TO ALSO SUGGEST NAMES.  
WE HAVE ALSO GONE TO THE BULLETIN  
BOARDS OF THE ASSOCIATIONS OF THE  
RESPECTIVE SEATS.

MR. TELTHORST: THOSE ARE ALL  
GOOD IDEAS.

MR. CECIL: THEY HAVEN'T PANNED

OUT THIS TIME. I'M OPEN TO THAT.

I THINK IT IS A VERY GOOD IDEA.

MS. BAKER: LET ME PIGGYBACK ON  
RIC'S SUGGESTION. THERE IS A  
STANDING COMMITTEE ON DISABILITY

♀

94

SERVICES IN THE HOUSE AND THOSE  
GROUP OF LEGISLATORS WILL BE MORE  
ATTUNED AND THEY REPRESENT  
DIFFERENT PARTS OF THE STATE. I  
HAVE CONTACT WITH THEM UNDER MY HAT  
OF THE E. D. OF THE GOVERNOR'S  
COUNCIL ON DISABILITY.

MR. TELTHORST: MAYBE JUST THAT  
GROUP OF INTERESTED LEGISLATORS  
WOULD BE THE GROUP WE CAN APPROACH,  
NOT EVERYBODY.

MR. MILLS: AT LEAST TO START  
WITH.

MS. BAKER: ONLY BECAUSE I KNOW  
THEY UNDERSTAND THE ISSUES BETTER  
THAN.

MR. TELTHORST: EXACTLY.

MS. BAKER: THERE ARE SOME  
OTHER LEGISLATORS THAT ARE NOT ON  
THAT COMMITTEE THAT I COULD  
APPROACH ALSO THAT I FEEL -- I WANT  
TO BE VERY CAREFUL ABOUT  
APPROACHING ANY LEGISLATORS AND WHO  
WE GET, YOU KNOW. BUT ANOTHER  
GROUP YOU NEED TO TARGET IS THE



♀

HEARING LOSS ASSOCIATION. THERE'S ONE IN GREATER ST. LOUIS AREA AND THERE'S ONE IN KANSAS CITY. SO, YOU KNOW, THERE'S SOME PEOPLE THERE THAT YOU MIGHT WANT.

MR. CECIL: COULD YOU GIVE US SOME CONTACT INFORMATION? WE DON'T KNOW WHERE THESE ARE, UNFORTUNATELY.

MR. SELZNICK: DENNIS, I HAVE ACCESS TO BOTH THOSE.

MR. CECIL: ACTUALLY SPRINT HAS BEEN A VERY GOOD SOURCE OF CANDIDATES IN THE PAST. AND SO WE WOULD ASK YOU IF YOU COME ACROSS NAMES, PLEASE SUGGEST THEM. MICHAEL HAD A QUESTION.

MR. BOYD: YOU MENTIONED THAT WE COULD ASK THE MISSOURI COMMISSION FOR THE DEAF AND HARD OF HEARING FOR NAMES OR IDEAS. WHO PASSED THAT SUGGESTION OR THAT QUESTION ON TO THE MISSOURI COMMISSION FOR THE DEAF AND HARD OF HEARING? WHO DOES THAT CONTACTING?

♀

MR. CECIL: BARRY.

MR. BOYD: IT SAYS COMMISSION

APRIL 2011

FOR THE DEAF AND HARD OF HEARING.

MR. CECIL: THE EXECUTIVE DIRECTOR FOR THE COMMISSION FOR THE DEAF AND HARD OF HEARING IS A MEMBER OF THIS COMMITTEE. HOWEVER, THAT IS ALSO VACANT AT THE MOMENT. THE COMMISSION FOR THE DEAF AND HARD OF HEARING DOESN'T HAVE AN EXECUTIVE DIRECTOR.

MS. BAKER: RIGHT NOW.

MR. BOYD: RIGHT. I UNDERSTAND NOW.

MS. BAKER: AND THEY HAVE AN ACTING EXECUTIVE DIRECTOR AND THEY ARE LOOKING FOR AN E. D.

MR. CECIL: WE HAVE INVITED THEM TO SEND A REPRESENTATIVE. WE HAVEN'T HEARD BACK FROM THEM.

MS. BAKER: THOSE VACANCIES ARE BOTH HARD OF HEARING?

MR. CECIL: NO. ONE HARD OF HEARING, ONE CAN GO ANYTHING AND ONE DEAF.

♀

97

MS. BAKER: OKAY.

MR. CECIL: AND LINDA, THAT PRESUPPOSES THAT BOTH YOU AND MICHAEL CHOOSE TO CONTINUE TO SERVE.

MS. BAKER: I WILL CONTINUE TO SERVE.

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MR. CECIL: OKAY. MICHAEL.

MR. BOYD: YES. I WILL  
CONTINUE TO SERVE.

MR. CECIL: IF WE COULD GO  
THROUGH THE FORMALITIES PLEASE, I  
NEED A NOMINATION FOR BOTH OF YOU.  
COULD SOMEONE.

MR. MILLS: I NOMINATE LINDA  
AND MICHAEL.

MR. TELTHORST: AND I WOULD  
SECOND THE NOMINATION.

MR. CECIL: NORMALLY WE DO  
PRIVATE BALLOTS, BUT IN THIS CASE  
COULD ACCLAMATION SUFFICE. DO I  
HAVE ANY OPPOSITION? THEN WE WILL  
TAKE YOUR NAMES BEFORE THE  
COMMISSION FOR REAPPOINTMENT.

MS. BAKER: AND I ENCOURAGE

♀

98

EVERYONE. IF YOU THINK OF NAMES.  
AND I WOULD ALSO LIKE TO SEE  
SOMEONE WHO REPRESENTS THE  
DEAF/BLIND COMMUNITY. I HAVE BEEN  
E-MAILING JOHN ABOUT SOMEBODY. SHE  
BACKED OUT BECAUSE OF THE  
TRANSPORTATION ISSUE. SO MARTY,  
STACY, IF YOU KNOW OF SOMEONE OUT  
IN THE COMMUNITY, SEND THOSE NAMES.

MR. CECIL: OKAY.

MS. TURNER: I HAVE A QUESTION.

APRIL 2011

I THINK AT THE MEETINGS WE TALKED ABOUT ADVERTISING INFORMATION, THAT YOU WANTED TO LET ANYBODY KNOW. DO YOU WANT ME TO GO AHEAD AND PUT IT ON THE DEAF AWARENESS NEWSLETTER AT THIS TIME?

MR. CECIL: YES.

MS. TURNER: I WOULD LIKE TO SEE SOMEBODY REPRESENT SOUTHWEST, OBVIOUSLY KANSAS CITY AND ST. LOUIS ARE POPULAR.

MR. CECIL: THE ENTIRE STATE NEEDS TO HAVE PEOPLE SIT ON THE COMMITTEE.

♀

99

MS. TURNER: I WILL TRY TO PUT IT IN THE NEWSLETTER.

MS. BAKER: IF YOU OR JOHN COULD SEND ME LIKE A LITTLE FLIER THING, I CAN GET IT OUT TO THE CILS BECAUSE WE HAVE LISTSERVS. I DON'T KNOW IF YOU WANT THAT INFORMATION ABOUT VACANCIES GOING OUT TO THE CILS, THE CENTERS FOR INDEPENDENT LIVING.

MR. CECIL: I THINK THAT WOULD BE FINE. THE ONE QUALIFICATION THAT I NEED TO INSIST ON IS ALL PEOPLE REFERRED TO US NEED TO LIVE WITHIN THE STATE OF MISSOURI. THEY NEED TO BE RESIDENTS.

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MS. BAKER: IF YOU CAN PUT THAT INTO THE FLIER, ALL THE CRITERIA THEY HAVE TO MEET, THEN I COULD SEND IT OUT TO THE CILS.

MR. CECIL: ANYTHING ELSE? ANY OTHER QUESTIONS? I BELIEVE THAT'S ALL THAT JOHN AND I WOULD HAVE.

MS. PARISH: THE ONLY OTHER THING WE HAVE IS THE FCC.

♀

100

MR. CECIL: THERE WAS ONE OTHER ISSUE THAT WE WANTED TO BRING FORWARD. THERE HAS BEEN DISCUSSION IN THE PAST YEARS ABOUT THE FCC TRANSFERRING RESPONSIBILITY FOR LOCAL SERVICES TO THE STATES, THAT IS TO SAY THAT PORTION OF VIDEO RELAY, IP RELAY. WE CONTACTED THE FCC LAST WEEK, AND THERE IS STILL NO MOVEMENT TOWARD THAT. SO I DON'T THINK WE HAVE ANY REASON TO BE CONCERNED ABOUT HAVING TO FACE ANY VERY LARGE EXPENDITURES FROM THE FUND TO SUPPORT WHAT IS NOW A FEDERALLY-SUPPORTED RELAY ACTIVITIES. SO OUR FUND BALANCE, ENORMOUS THOUGH IT IS, IS STILL SECURE UNLESS THE STATE LEGISLATURE SHOULD CHOOSE TO RAID IT. IT IS DEFINITELY A POLITICAL TARGET, SO

APRIL 2011

WE'RE DOING OUR BEST TO REDUCE IT.

MS. BAKER: I WAS JUST  
WONDERING SINCE IT IS A POLITICAL  
TARGET, IS IT IN BY-LAWS OR IN THE  
COMMISSION STATEMENT WHAT THOSE

♀

101

MONIES ARE TO BE USED FOR?

MR. CECIL: STATE STATUTE  
LIMITS THAT TO TWO THINGS. THE  
MANAGEMENT OF A RELAY PROGRAM AND  
THAT INCLUDES YOUR PERSONAL  
EXPENSES TO COME TO THESE MEETINGS  
AND TO THE EQUIPMENT DISTRIBUTION  
PROGRAMS EXPENDITURES. I'M NOT  
SURE HOW THEY ARE LIMITED IN TERMS  
OF HOW THEY SPEND IT. AGAIN,  
THAT'S NOT THE COMMISSION'S  
CONCERN. THAT IS THEIR  
RESPONSIBILITY. IT IS THOSE TWO  
PROGRAMS AND STRICTLY THOSE TWO  
PROGRAMS.

MS. BAKER: THE ONLY CONCERN  
ABOUT THAT. IF WE SEND THE  
INFORMATION ABOUT VACANCIES TO  
LEGISLATORS AND THEY HAVE SOME OF  
THEIR AIDES DO RESEARCH ON THIS,  
THEY COULD SEE THAT \$5 MILLION.

MR. CECIL: THEY HAVE ALREADY  
SEEN IT.

MR. EXLINE: THEY HAVE SEEN IT.

MR. CECIL: THEY SAW IT LAST

♀

YEAR, AND THERE WERE BILLS AND DISCUSSIONS TO GO AHEAD AND TAKE HALF OF IT. THE GOVERNOR WAS VERY INTERESTED LAST YEAR. I DON'T KNOW WHAT HAPPENED TO STOP IT, BUT IT DIDN'T GO FORWARD. THEY ARE AWARE OF IT. WE NEED TO SEE THAT BALLOTS GET SMALLER.

MS. BAKER: ANYTHING ELSE?

MS. PARISH: JUST KIND OF MOVING ALONG, I GUESS. SETTING A DATE FOR THE NEXT MEETING. THE AGENDAS THAT I HANDED OUT, I MADE SURE I HAD A COPY OF THE OCTOBER CALENDAR.

MR. CECIL: GOOD JOB.

GENERALLY SPEAKING, WE TRY TO MEET ON WEDNESDAYS. THAT SEEMS TO BE THE MOST FAVORABLE DAY.

HISTORICALLY WE'VE ALWAYS MET IN OCTOBER AND APRIL. WE'RE NOT LIMITED TO THOSE DATES. THERE'S NOTHING IN THE BY-LAWS THAT REQUIRES THAT. BUT WE WOULD LIKE TO TRY TO AVOID THE POTENTIAL FOR

♀

BAD WEATHER, WHICH IS WHY WE CHOOSE OCTOBER AND APRIL FOR THOSE OF YOU

APRIL 2011

WHO ARE TRAVELING.

MS. BAKER: RIGHT NOW I DON'T KNOW WHAT I HAVE. IS IT THE THIRD WEDNESDAY OF EACH MONTH?

MR. CECIL: NO. IT CAN BE ANY WEDNESDAY THAT YOU WANT. THE ONE THING THAT I WOULD LIKE TO POINT OUT IS IF WE FAIL TO SET A DATE TODAY, WE WILL RUN INTO DIFFICULTIES GETTING A CAPTIONER AND INTERPRETERS. THE EARLIER WE SET THE DATE, THE EASIER IT IS TO GET THOSE SERVICES PROVIDED.

MS. BAKER: I HAVE NO PROBLEM WITH THAT. I'M JUST TRYING TO GET -- AS FAR AS I KNOW, MY SCHEDULE IS AVAILABLE. I HAVE TO GO THROUGH A WHOLE BUNCH OF MONTHS TO GET TO OCTOBER. DOES ANYBODY LOOKING AT THE WEDNESDAY OF OCTOBER, ANY OBJECTIONS? IT IS THE FIFTH, 12TH, 19TH AND THE 26TH IS A WEDNESDAY.

MR. TELTHORST: AND I WOULD

♀

104

PROPOSE OCTOBER 12TH.

MR. BOYD: THE 19TH.

MR. SELZNICK: I CAN DO EITHER THE 19TH OR THE 12TH. EITHER ONE.

MR. BOYD: THE 12TH IS BAD. THE 19TH WOULD BE PERFECT.

MS. BAKER: YOU PREFER THE 19TH



APRIL 2011

BETTER THAN 12?

MR. BOYD: 12TH IS ALWAYS GOING TO BE A CONFLICT. THE 19TH.

MS. BAKER: ALL IN FAVOR OF OCTOBER 19TH, PLEASE SAY AYE. ANYBODY SAY NAY FOR OCTOBER 19TH? OKAY. OCTOBER 19TH IT WILL BE. WE WILL MAKE SURE, TRACY, SHE SAID SHE GOT HER SCHEDULE MESSED UP. MAKE SURE THAT'S OKAY, THE 19TH IS FINE WITH TRACY. AND WHO ELSE IS MISSING HERE?

MR. CECIL: BARBARA GARRISON.

THE LAST ISSUE IS A DISCUSSION ON THE UPCOMING RELAY CONTRACT. IF ANY OF YOU WANT -- WE'VE ALREADY HAD THAT DISCUSSION, BUT IF ANY OF YOU HAVE ANY SUGGESTIONS OR

♀

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COMMENTS, IT MAY BE APPROPRIATE TO ASK DENNIS TO LEAVE WHEN WE HAVE THAT DISCUSSION. SHOULD YOU HAVE ANYTHING YOU WANT TO PROPOSE NOW, THAT'S FINE. PLEASE IF YOU DON'T, PLEASE, PLEASE CONTACT US. I WOULD LIKE TO REMIND YOU THAT IT IS FOR RELAY MISSOURI AND NOT FOR ANYTHING THAT'S OFFERED BY THE FEDERAL PROGRAM. WE DON'T PAY FOR IP RELAY. WE DON'T SUPPORT VIDEO

APRIL 2011

RELAY. WE DON'T SUPPORT INTERNET  
CAPTEL, BUT WE DO SUPPORT THE  
TRADITIONAL RELAY WITH TTY, VOICE  
CARRYOVER, CAPTEL SERVICES,  
SPEECH-TO-SPEECH SERVICES.

MR. SELZNICK: THIS IS DENNIS.  
THERE'S ONLY ONE CONTRACT THAT  
SPRINT PROVIDES THAT DOES VRS AND  
IP SERVICES AND THAT'S THE FEDERAL.  
SO WE DO HAVE ONE CONTRACT WHERE WE  
PAY FOR IT BUT MOST, FOR ALL OF OUR  
OTHER STATES WE DO NOT PAY FOR.  
NONE OF THE STATES PAY FOR IP OR  
VRS CALLS.

♀

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MR. CECIL: THANK YOU, DENNIS.  
SO WITH RESPECT TO YOUR  
SUGGESTIONS, PLEASE UNDERSTAND THAT  
THOSE ARE THE SERVICES THAT WE  
OFFER THAT WE SUPPORT. AND YOUR  
SUGGESTIONS NEED TO BE LIMITED TO  
THAT. WHAT WE HAD THOUGHT WE WOULD  
DO THIS YEAR IS ASK FOR A VERY --  
PROVIDE A VERY ABBREVIATED REQUEST  
FOR SERVICES. THE ORIGINAL REQUEST  
FOR PROPOSAL IS QUITE THICK. IT  
CONTAINS A LOT OF WHAT WE CALL  
BOILERPLATE LANGUAGE REQUIRED BY  
STATUTE AND THE OFFICE OF  
ADMINISTRATION. BUT THOSE THINGS  
REQUIRED BY THE COMMISSION CAN BE

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BOILED DOWN, WE WOULD LIKE TO HAVE  
A RELAY SERVICE THAT COMPLIES WITH  
ALL THE FEDERAL COMMUNICATIONS  
COMMISSION'S REGULATIONS AND  
REQUIREMENTS FOR STATE CERTIFIED  
TRS PROGRAM. WE THOUGHT THAT WOULD  
BE THE EASIEST THING TO ASK FOR,  
STILL EXPERIMENTING WITH THAT IDEA,  
BUT THAT IS WHAT WE'RE CONSIDERING

♀

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AT THE MOMENT. IF YOU HAVE  
ANYTHING YOU WANT TO SUGGEST OR ASK  
FOR, PLEASE CONTACT US TO ENSURE  
THAT.

MS. BAKER: OPEN DISCUSSION. I  
DID WANT TO MAKE AN ANNOUNCEMENT IF  
YOU HAVEN'T HEARD ABOUT IT. IN ST.  
LOUIS THERE'S A WALK FOR HEARING  
THAT IS RESPONSIBLE TOWARD BY THE  
CHAPTER OF THE GREATER ST. LOUIS  
CHAPTER OF HEARING LOSS  
ASSOCIATION. AND THAT'S ON JUNE  
11TH. I DON'T KNOW IF SPRINT IS  
GOING TO BE THERE AS AN EXHIBITOR  
OR NOT.

MR. SELZNICK: WE WILL HAVE  
SOMEBODY THERE EXHIBITING CAPTEL,  
YES.

MS. BAKER: IT IS GOING TO BE  
AT CREVE COEUR PARK. REGISTRATION

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IS 9 A.M. 10 O'CLOCK WE START THE  
WALK. IF YOU DON'T KNOW ANYTHING  
ABOUT CREVE COEUR LAKE PARK. IT IS  
A BIG LAKE, WALKING, JOGGING,  
WALKING YOUR DOGS. IT IS A PARK

♀

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THAT'S VERY POPULAR WITH ST. LOUIS  
COUNTY RESIDENTS. AND WE ARE  
COMPETING WITH THE BREAST CANCER  
WALK THAT'S HELD THAT DAY THAT  
BRINGS IN THOUSANDS OF PEOPLE IN  
DOWNTOWN ST. LOUIS. SO WE WANT TO  
GET A GOOD CROWD AND ATTENTION TO  
HEARING LOSS THAT IS ACCORDING TO  
THE HEARING LOSS ASSOCIATION OF  
AMERICANS ABOUT 30 MILLION PEOPLE.  
WITH AGING BABY BOOMERS, THAT WILL  
BECOME A BIGGER POPULATION. WE'RE  
HAVING CHILDREN WITH COCHLEAR  
IMPLANTS, THEY ARE HAVING A TEAM.  
THEY ARE HAVING ALL KINDS OF PEOPLE  
THERE. SO I HAVE A TEAM. IF YOU  
WANT TO DONATE, IT IS CALLED  
BAKER'S DOZEN. AND I WOULD BE VERY  
HAPPY TO TAKE YOUR CONTRIBUTION.  
THE MONEY GOES TOWARDS PROVIDING  
SCHOLARSHIPS TO STUDENTS WHO HAVE  
HEARING LOSS, COLLEGE STUDENTS, AND  
WE ALSO PROVIDE A STIPEND FOR  
PARENTS AND YOUTH TO ATTEND THE  
NATIONAL CONVENTION. THAT'S WHAT

♀

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WE DO AT THE LOCAL LEVEL. I KNOW  
IN KANSAS CITY THEIR CHAPTER IS  
COMING OVER AS A TEAM. SO KANSAS  
CITY FOLKS, IF YOU WANT TO DONATE  
YOUR MONEY TO KANSAS CITY, THAT'S  
GREAT BECAUSE WE WOULD LIKE TO SEE  
THE KANSAS CITY CHAPTER TO GROW.  
HEARING LOSS ASSOCIATION IS  
PREDOMINANT PEOPLE WHO DO NOT USE  
SIGN LANGUAGE AS THEIR MODE OF  
COMMUNICATION. THEY TEND TO LOSE  
THEIR HEARING AND LEARN TO USE THE  
TECHNOLOGY. THEY ARE THE ONES THAT  
ARE GOING TO USE ALL THAT  
TECHNOLOGY THAT DENNIS HAS TALKED  
ABOUT. I'M NOT SAYING THAT THE  
OTHER GROUP WON'T, BUT WE'RE VERY  
MUCH INTO TECHNOLOGY. AND IN ST.  
LOUIS HAS A LARGE GROUP OF PEOPLE  
WITH COCHLEAR IMPLANTS. SO I'M  
SPREADING THE WORD, AND I HOPE YOU  
CAN JOIN ME ON JUNE 11TH.

MR. CECIL: ONE MORE THING  
BEFORE YOU GAVEL US TO A CLOSE --  
ACTUALLY TWO MORE THINGS NOW THAT I

♀

110

THINK ABOUT IT. BARBARA GARRISON  
IS OUR HEARING REPRESENTATIVE. HER

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SEAT EXPIRES ALSO AND WE HAVEN' T  
NOMINATED HER. WE DON' T KNOW  
WHETHER SHE' S INTERESTED IN  
SERVING. SO I WANTED TO ASK YOU TO  
CONSIDER HEARING REPRESENTATIVES  
WHO MIGHT BE INTERESTED IN  
REPLACING HER SHOULD SHE CHOOSE NOT  
TO SERVE.

MS. BAKER: IS SOMEONE GOING TO  
E-MAIL HER AND FIND OUT?

MR. CECIL: YES. WE WILL DO  
THAT.

MR. EXLINE: I JUST WANTED TO  
MENTION, I HAD MENTIONED THAT  
THERE' S THE NEW NATIONAL PROGRAM  
THAT CAN HELP SUBSIDIZE THE COST OF  
BROADBAND SERVICES FOR FOLKS THAT  
USE VIDEO RELAY SERVICES. IT IS  
PROJECT ENDEAVOR. THEIR WEBSITE IS  
PROJECTENDEAVOR.COM, JUST ONE WORD,  
BUT SO THEY CAN HELP PAY FOR  
MONTHLY BROADBAND SERVICES, EITHER  
HARD LINE OR WIRELESS, SO THEY

♀

111

STILL HAVE A FEW DETAILS TO WORK  
OUT, BUT THEY HAVE THE APPLICATION  
FORM UP. SO IF PEOPLE ARE  
INTERESTED IN APPLYING, YOU CAN  
EITHER BE UNDER 200% OF POVERTY OR  
ELIGIBLE FOR CERTAIN SERVICES LIKE  
MEDICAID OR FOOD STAMPS OR IF YOU

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ARE A CLIENT OF VOCATIONAL  
REHABILITATION OR IF YOU ARE  
TRANSITIONING FROM HIGH SCHOOL  
EITHER TO EMPLOYMENT OR TO COLLEGE  
AND YOU HAVE HEARING DISABILITY, IF  
YOU ARE HARD OF HEARING OR DEAF AND  
YOU USE VIDEO RELAY SERVICES, THEN  
YOU CAN BE ELIGIBLE FOR THAT  
SUBSIDY.

MR. SELZNICK: A QUESTION ABOUT  
THE BARBARA GARRISON THING. WOULD  
TRACY BE CONSIDERED OUR HEARING  
MEMBER?

MR. CECIL: NO. TRACY IS AN  
AUDILOGIST, AND WE HAVE A SLOT FOR  
PROFESSIONAL PERSONS, SPEECH  
PATHOLOGISTS, AUDILOGISTS, SO  
THAT'S WHERE TRACY FITS.

♀

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MS. BAKER: ANY MORE  
DISCUSSION? LESLIE, DO YOU HAVE  
ANYTHING TO ADD?

MS. TURNER: I'M JUST THE QUIET  
ONE.

MR. CECIL: I DO WANT TO THANK  
LESLIE FOR SERVING FOR SIX YEARS.  
SHE'S DRIVEN UP FROM SPRINGFIELD IN  
GOOD WEATHER AND BAD, AND MY  
DAUGHTER IS GOING TO SMS IN  
SPRINGFIELD AND THAT'S A

APRIL 2011

MIND-NUMBING, BORING DRIVE. I WANT  
TO SAY THANK YOU FOR THAT. YOU  
HAVE BEEN A GREAT HELP AND AN  
INSPIRATION, AND I WISH YOU WELL.

MS. BAKER: I WANT TO THANK YOU  
TOO. I WILL SAY THAT WE NEED TO  
RECRUIT PEOPLE THERE, NOT FROM ST.  
LOUIS. ST. LOUIS TENDS TO BE  
HEAVILY REPRESENTED, EVEN THOUGH I  
LIVE IN ST. LOUIS. SO THANK YOU  
AGAIN, LESLIE, AND WE WISH YOU  
WELL. IS THERE ANYTHING ELSE? ALL  
RIGHT. THAT ADJOURNS THE MEETING.

\* \* \* \* \*