

April 21, 2010, relay Missouri Advisory Board.. testing, 1, 2, 3, testing, 1, 2, 3. Testing, 1, 2, 3, testing, 1, 2, 3. Testing, 1, 2, 3.

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>> MIKE Are you still with us, Marty? Marty?

>> PHONE Yeah, still here.

>> WOMAN Are we waiting for two people?

>> John we can get started.

>> TRACY We're going to begin our meeting now. It's Tracy.

>> MIKE Can you hear everyone?

>> MARTY I can hear you phone.

>> TRACY Should we go around the table, and update everyone as to we are, and it's nice to see Dennis back with us here, so why don't we go ahead and start with Jeff.

>> JEFF Hi, I'm Jeff.

>> DENNIS I'm Dennis Selznick, the replacement, Relay Missouri representative. Nice to be back, thank you, Tracy.

>> John I'm John, with the Missouri Public Service Commission.

>> WALT I'm WALT C., with the Commission.

>> DANA I'm with the Commission.

>> LINDA I'm Linda Baker, Governor's Council.

>> LESLIE Leslie Baker from Springfield, Missouri.

>> MIKE I'm Mike from Paraquad.

>> TRACY I'm Tracy N. And would I like to thank Jeff for letting us come to Paraquad, never been here, it's a beautiful facility.

>> JEFF It's a pleasure.

>> TRACY Did I miss all the introductions, sorry? Okay let's go ahead and begin the first item on our agenda is the introduction of Jason Curry.

>> JOHN Jason is not here.

>> TRACY Is he coming?

>> JOHN We can talk about that at the under under status of committee vacancies.

>> TRACY And attached to the agenda is the CV or resume for Jason. Okay so we will visit that at the end. The next item on our agenda is the equipment program update. Marty.

>> PHONE Yeah, what I thought I would do is just kind of give an update on the program and also on some of the questions that were asked at the last meeting, and then Gay was going to give an update on what she's doing with the CapTel 800i issues she's been doing with that.

>> Sounds like a plan.

>> PHONE One of the things I think the committee was interested in is where Missouri stands in comparison to other equipment distribution programs, and especially with relation to wireless devices, like PDA or cell phone. We're still among the largest, six or seven programs, in the country as far as the number of consumers, clearly the majority of those are persons who are deaf or hard of hearing. And we're still looking at other programs, to really provide a lot more of the consumer service to consumers or individuals with disabilities or their families in terms of making sure that they are able to use the equipment and it's the right equipment and they've gotten a demonstration and issues like that. And in looking at other states and trying to figure out where they're at in terms of wireless or PDA devices or those kinds of devices, today about 80 percent of the programs don't provide any kind of wireless devices. There's only about 20 percent that do. There's about 11 states that provide any kind of wireless devices.

And so we've been gathering information about their program structures, about what kind of problems and issues they face, trying to look at those. One of the things that I remember that Tracy had asked about specifically was out of all the programs that do provide wireless, which ones have their surcharge on both hard lines and wireless devices, and out of about 11 states provide wireless, I think the only one that had the surcharge only on their hard lines but still provide wireless devices is Utah, and the rest of the states have that surcharge, or well have the surcharge on both wireless and on hard lines.

>> TRACY Marty, can I ask a question real quickly. So 11 states provide wireless. Utah only on hard lines. Can you give us an idea what the other states are and how they're structured?

>> MARTY That's incorrect as far as Utah. What I was trying to say out of the 11 states that do provide some type of wireless devices, they all have the surcharge, or universal service charge on both hard lines and wireless. Utah isn't the only one that provides some type of wireless devices that have its surcharge only on the hard lines.

>> Do you know what they're charging on the Utah surcharge?

>> MARTY They don't have a wireless surcharge, again only on hard lines in Utah, and it's 10 cents. So it's comparable to what Missouri has right now.

>> LINDA Hi, again, Utah, that 10 cents, so they distribute the hard lines as well as wireless for -- they're able to manage a budget with that 10 cents surcharge, is that correct?

>> MARTY That's right, another thing that I found is that in terms of states historic providing, the numbers are small in terms of the number that actually make a request for wireless devices, the consumers, in terms of making appearances and trying to compare other states to Missouri, remember that one of the features that Missouri has, that not necessarily every other state has, is that we're cross-disability. We share pretty much any type of disability through the TAPP program, so it's not, don't assume that you can compare one state to another. So basically, what we're doing is like I mentioned, we're looking at programs, trying to see what kinds of issues they had, what kind of problems they have, and then trying to assess, after that, whether it's something that we want to look at. Most of the states that have provided wireless, they've done a pilot project first, and like I mentioned, about 80 percent of the states are kind of looking at those states that are providing wireless devices and kind of seeing what kind of issues they have coming up, before they actually make any decision as far as what direction they want to go in.

>> TRACY Marty, so out of the states that do not have wireless, there are several that are looking to have wireless, right?

>> MARTY I'm sure there are.

>> TRACY So this 20 percent is probably going to increase about how much in how long?

>> MARTY I mean there's no way of telling.

>> TRACY And for the states that are looking into it, do you think that they're going, do you have any idea how they're going to fund this?

>> MARTY No, I mean, there's no way of knowing, you know, what direction they're going to go in. Like I said, some states provide their telecommunication access program, as far as equipment size, the same way it's done through Missouri, the Relay and equipment surcharge. Other states fund is through their universal service charge. But I'm sure states are just all over the board in terms of what they're looking at and what populations they serve, and what kinds of issues they're looking at. I mean it's just different in each state.

>> Marty, for the for the universal charge, how much distribution is covering the wireless device, the distribution program?

>> MARTY It's different in each state. Snoop LINDA I'm sorry, so really the universal charge, you can use a hard lines, you can use it for wireless. That's why it's called universal, it's flat?

>> MARTY No, most states that fund their programs with the universal charge do not provide wireless, the surcharge is on both, the charges on both hard line and wireless so it just depends on the state.

>> LINDA That means companies like Verizon and Singular would get a surcharge in their state, all those companies?

>> MARTY I know for instance Utah, where they're providing through their equipment providing, providing equipment for both hard lines and wireless, but they only have their surcharge on hard lines, that is an issue that, you know, people are raising, "Well the surcharge is only on hard lines, why should you be providing equipment for both hard lines and wireless if the surcharge is only on hard lines?" So that's an issue that they're dealing with. They kind of did the same thing that as far as in Missouri, starting to look at well, "Do we want to try to apply the surcharge to both hard lines and wireless?" And they got a lot of opposition from the wireless companies who weren't too keen about adding another surcharge to the wireless devices, so it's an issue that they're facing also.

>> TRACY I just have to say that, in preparation for this discussion, I teach a class at Wash U. and yesterday I asked all the students, how many of them had a hard line phone, and out of the whole class, one did. And I don't know any, you know, I'm old, but I don't know any of the younger people that even consider a hard line, so it's an inevitable problem that we're going to have

>> I think the biggest problem I had is that AT&T made a proposal to FCC to start phasing out plans to obsolete hard lines, and my understanding, based on the conversation through the CODA affiliation is that FCC will make some type of announcement late fall, early 2011 what the plans are. There seemed to be a very big opposition to that because it's going to affect a lot of small business and school because they're all based on hard line, not internet-based provider. But AT&T is making that strong push for that to happen. I think it goes back to what I have been saying a few years ago, within 10 or 15 years down the road, hard line will be no longer part of society.

>> TRACY Does anyone know the plans to support 911, which is also funded through hard lines?

>> That's one of the biggest concerns that the opposition was proposing with the AT&T proposal. I guess FCC, that's going to be part of the FCC announcement down the road, but I'm sure that is maybe taken into part of the consideration.

>> TRACY Do you have other information.

>> PHONE Unless there's any other questions, that's all I have. And then we were going to talk a little bit about CapTel 800i. (Static).

>> Marty, are you still here?

>> WOMAN Can you hear me?

>> Hi Gay.

>> I'm going to talk about in November, 800i was sent out a letter to all the CapTel users, and if they interested in welcoming that phone, they should contact us and we would switch that phone over to them. If they hadn't figured it out from the phone service or whatever. And so I would say probably to maybe almost half of the people did have hard time figuring it at but other people requested 800i.

We have been working on getting those installed, and the 800i is (inaudible) but any time you involve a computer, you invite problems. So going to install the 800i. Other states, about a quarter of them at the most, would (inaudible) Without any problems. The problem with 800i that we're putting some material together, for demonstrate CapTel on what to do with the 800i. The 800i, you must have a router in addition to the modem, and if you want CapTel installed in a different room than when the computer is, they also have to have a network adapter. And if the person does not have a router or they don't have access to get a router, we will provide that. We will also provide the network adapter for the CapTel.

These are the issues we've encountered. The biggest problem with 800i is compatibility with the individual modem, with the service provider. They came out with the CapTel 800i and tried anything that involved a computer and software, not everything is going to be compatible to a modem or how the ISP has set up that modem for that individual. I've been working a lot with CapTel customer service, not the something something customer service because they weren't. I've been working with the IT people, who use the CapTel phone to come up with some type of protocol, and what to do with the current CapTel, if people have trouble connecting it to the modem. Something something to the modem, but that involves not only the person's home

but taking it either to somebody else's house, or bring it back to the office and doing that download and then taking it back out to that person's house. They have to have it installed by one of the something staff because it's -- when they come up one of the issues they come up with is a lot of the folks don't hear well. If they can't hear, they can't have CapTel customer service because they can't connect it to the modem. That involves somebody else coming in, specifically picking up the phone and calling CapTel customer service because there is no CapTel. So get used to this and we are putting together a document, you know, what to do when they go out to install a CapTel 800i. Apparently, the issue may be resolved with the new version of CapTel 800i but that does not, CapTel could not guarantee me that as company change their modem models, they're not, something something that they're not going to have it. They could disappear and get connected to the computer.

So we're putting our document together. In Missouri, we're really the only state that has even attempted it, to go out. My concern in the state, particularly this state and other states have no customer service, nobody go out there and help install these CapTel i's, that a lot of people are not going to use them. And there is somebody says well all they have to do is call CapTel customer service. The CapTel customer service has been of no help to me and also it's very sad, that actually would talk to consumers, they told me, "Something, something." You know, if you don't know all the things that can go wrong, the consumer is going to spend a lot of money that they don't need to. So hopefully the document will be available and see if they want to put the 800i on a, I think it's a vast improvement over the 200, but now that the 800 is coming out, the 200, we do have people that are on the list to get it, and, something but my biggest concern is the fact that a lot of people would not have the ability to have someone out there come help them install the CapTel because we're going out two or three times to people's houses, getting this stuff installed, and pending two or three hours at somebody's house, trying to work through all the problems. So the CapTel-i is not something something and even if they work out the bugs with the CapTel 800i and the internet and the modem problem, all always going to have issues, but hopefully we'll be on top of it to be able to help the people, especially in Missouri.

>> TRACY Thanks, Gay, it's Tracy. Help me understand this, and I've been watching Dennis' face, making some expressions.

So when you say -- who goes out to the houses and tries to figure this out?

>> MARTY Either the consumer support people that have been trained on the CapTel to go out and Gay has been going out as far as the Kansas City area.

>> Tracy So it's from the equipment distribution program?

>> MARTY Right.

>> TRACY I know Dennis is going to talk to us for a while later. I'm wondering if you want to comment about some of these issues regarding customer service now, instead of waiting until later?

>> DENNIS I was going to be covering it a little bit later, particularly some of these items that Gay has brought up, but basically we've seen a lot of success with the 800i. There are some issues regarding items where customers, in this case people in the equipment program, who have gone but they aren't necessarily tech-savvy, so we don't, and other states where they've giving out the 800i, they don't necessarily send in the phone and you figure it out how to do it. There's a lot of screening that goes along and I know Gay has been doing a lot of that as well so it seems to me we need to talk a little bit more about what's being done sprint side nationwide and what's specifically going to be done in Missouri so we can have collaborative effort here and make it smoother for everybody but we have had a lot of success with the 800i nationwide so I want to make sure we continue that with Missouri's-specific equipment program. Most programs are not distributing 800i because they are not reimbursed by the Missouri Relay fund. It's all being paid by the FCC directly because it's an internet-based product so there are no restrictions, for example, on the number of phones per month that are distributed, when you give out 800i. In Missouri we can have a limit, for example 10, because that's what we're projecting would be the impact on the Relay Missouri fund, so there are variables, for example Missouri maybe not specifically because we don't have any, we don't have an actual number in the

contract but most other states, there's a limit on the number of CapTel phones per month that we can distribute.

>> WALT I thought you said there was a limit on the number of 800i and we were reimbursing for the 800i.

>> DENNIS I apologize that was not clear.

>> MARTY I'm sorry, I didn't catch that last part. Were you saying you thought there was a limit on the number of 800i's.

>> DENNIS On the normal CapTel 200 model that's currently distributed, the State of Missouri does have a limit on those, or at least has a restriction on the number of people who can get those per month.

>> MARTY That's incorrect. We do not.

>> DENNIS But you have a qualification process.

>> MARTY We do. We don't have a limit on the number. It only basically comes down who can use the CapTel and who its useful for, but there's absolutely no limit on the number that can be provided.

>> DENNIS I appreciate you clarifying that. Thank you.

>> Tracy And the FCC is paying for this.

>> DENNIS For the 800i, that's correct. So the more phones that the equipment program gives out, the 800i there's no increase in the number of minutes that are being billed in the State of Missouri's Relay fund.

>> Tracy I know that's a topic for later in the meeting. Okay, Gay or Marty, anything else, or questions?

>> JOHN Just so I have a more basic understanding of the 800i is a big improvement over the 200-series CapTel phone because, can you just explain that for me? Just give me a better idea of what the 800i does that the other one doesn't.

>> MARTY Hold on a question, let me repeat the question for Gay. I'm going to try to move this phone. Hold on.

>> GAY The 800i, the difference is 200 and quite frankly, the other phone, they're the same phone, same capability, but the new 8800 is going to look like the 800 i but act like the 200. Now the differences between the phones is that the 200-800 is a one-line CapTel. It's, in order to use two lines, you have to get an additional phone line put into your house to make it a two-line so you can make and receive phone calls. The 800i is basically taking that extra phone line and making the 800i, basically a two-line phone, where the Ethernet on the CapTel, gets hooked up into your modem that your computer internet, works off of the internet. That's where your captions come and go. The reason that you have to have phone line on the CapTel 800 i is to connect serial something something and that's the line that gives you the voice and get the sound coming back to you, the regular phone line, but the 800i takes away, also that need for other people to call the 800 number, that, in order for you to get captioning. That has been a huge, huge, huge issue with most of my folks, especially my older ones who, you know, I'm going to tell everybody that 800 number to call 'em back, so the 800i, because of the connection to the internet, provides captioning outward and inward, and so the person, when they pick up the phone, they have captioning, so there's no need for that extra person making a phone call to that CapTel use to ever call an 800-number in order for the consumer to have captioning. So it's a way that we something something people getting frustrated not having captioning because their doctors office refused to call an 800-number. That is with the CapTel 800i, it is set up like a computer screen. It's clear, you can change the font, change the background, it's much clearer screen. It's a much bigger screen, has a lot more text on it. And the problem with the 200 is that we had is that you had all these lines within that screen, making it very, very difficult to read it. This way because the screen will tilt, you can actually see the captioning on it, just a massive improvement over the 200, but I notice another thing about the volume control. When you're using the captioning, the volume control goes down to 18 decibels. People were complaining that they wanted to use captioning when they use the CapTel phone and didn't need the volume so CapTel did what they wanted them to do and now they're complaining and I don't see that as an issue so anyone who really, really needs the captioning and really needs that CapTel phone, the volume control is of no use whatsoever, and so I think that the phone itself is definitely, it's already, people are saying it's a really good phone and I think the biggest complaint I hear from people, "I don't have to have everybody call an 800-number to call me back. "

>> TRACY So Gay, it's Tracy, as I understand it, the 800i eliminates the need for a second phone line by using the internet, so instead of needing two phone lines to call directly, you only need one and the internet, right?

>> GAY I'm sorry, Marty has to repeat it.

>> MARTY The way Tracy understands it, the 800i eliminates the need for the two phone lines and just replaces it, you just need the one line?

>> GAY Right, but you have to have internet access, high speed internet in order to use the 800i, because the Ethernet cord, that comes out of the router and modem is what transfers captioning back and forth to that CapTel 800i so it's basically serves as a two-line phone, but one of the lines off the internet and one line is through your regular phone line or your something line. In order to get captioning back, without using an 800-number, you have to have a second phone line installed. You don't have to have that with the 800i. Now if you don't have high speed internet phone service, you still have to use the 200, for the new 800 that's coming out. That's not going to change. We're still going to have to have that second line on that 800 if you want captioning to come and go. If we don't have high speed internet, you will be going to the 800.

>> LINDA So you got your CapTel connected, so other family members in the household want to use their computers. Does that affect the internet access, while someone is using the CapTel?

>> MARTY (Repeats question).

>> GAY Absolutely. Absolutely, the only thing with the CapTel is you have to just have data access. You can still use the computer, at the same time. You just have to have internet access. What that CapTel does, it splits off so that you can use the CapTel and the internet at the same time. So they know that something something with the Ethernet is providing that internet access for captioning. It doesn't interfere with anything with using the computer.

>> MIKE I have a question. Is this similar to VP phone system, when you use the 800i, is that correct?

>> MARTY Repeat the question.

>> MIKE It's similar to the VP phone system, when you use the 800i system, use the internet with the computer access to the way they do it or not?

>> MARTY (Repeats question).

>> GAY No, the CapTel phone and VP are two entirely different systems.

>> JEFF I have a question, Marty. You said you would provide router if needed for the 800i. What type of router are you providing.

>> MARTY Can you repeat that?

>> JEFF You said the distribution program will provide the router for the 800i. What type of router are you guys providing?

>> GAY That doesn't matter because we've already been working with CapTel and we've been working with -- it doesn't matter what router you have. As long as it's a router. And the router that is provided a something router which is considered to be a similar general router, that CapTel has been able to get one in every situation that we needed it.

>> JEFF My understanding that each router had its own firmware that required a recon fission and a DHCP regulation. Is that required in order for the 800i to be enabled, if certain router does not -- is compatible with it?

>> GAY We have a compatible router and it will, that's the one that we're going to be using. The problems have more been with the splitters rather than the routers. The router is something something a one-connector into the modem. It's not the router that we're having trouble with, it's the modem. Because the router is just a piece of equipment that allows you to plug in more pieces of equipment into that modem. The modem itself, the modem that's provided by the internet service provider has been the problem. That's what we've been working on. For instance, there's a router, I mean there's a modem that something something and it is not compatible, but because we have the something for that particular modem, we've been able to get that path into the CapTel so it works with that modem. It's the modem that we have trouble with, that we have no control over.

The router is just a gateway between the modem and any other equipment that you have in the house. It doesn't really have anything, the modem does, it's provided by the internet service provider that's the problem and that's what we've been working on and tomorrow we will be working with CapTel again to get a, hopefully, a less something modem of an issue and send it out to the demo servers to say, "We need to find out what this modem is and what the model number is so that we can match it up to the list that we have," and then if it's on the list, then we can view the path, the software path on the phone before it is sent out. So that those that set up the phone, they're not gonna have that compatibility issue with the modem.

Does that answer your question?

>> JEFF Thank you very much, Gay.

>> TRACY Any questions?

>> JOHN I'm not sure who the question is for. It might be for Dennis. The usage that comes from the 800i CapTel phone, is that reimbursed by the Relay Missouri fund? That is reimbursed through the federal fund?

>> DENNIS That is correct, it's paid by NECA which reimburses also your intrastate payments?

>> JOHN Is that because it's more of an internet connection, going over the internet and so far the FCC has said okay, we'll pay for internet-based calls?

>> DENNIS The reasoning behind that is because we can't actually know the location of the person being captioned through the 800i. With the 800i and Gay and Marty, I'm showing everybody the model of the 800i -- the 800 that we have here so everybody can see what it looks like and I was going to go over it actually in my presentation, but the connection with the 800i is through the internet. Now at the CapTel Call Center, when they receive a request to get captions through the 800i all they get from the person is their IP address. They will know they dialed the number but they don't know if the user is physically within Missouri, within the United States, or could be international, but all we know it we have the IP address. We can't determine their jurisdiction -- local or long distance -- so the FCC decided, with that in mind, keep Relay service, internet Relay services and neither the CapTel services reimbursed by the NECA fund until they decide to make it jurisdiction over the states themselves.

>> JOHN Let me ask this. When did the 800i come out?

>> DENNIS We released it to the public in August 2009.

>> JOHN And do we know like total number of CapTel users is about how many? Maybe Gay or Marty knows that.

>> GAY That's kind of hard to tell because when we did our survey in January, I got about 350 CapTel surveys back, and we probably distributed over 560 over the last five years, and a lot of them have come back. So it's kind of hard to tell, because some people have moved out of state, some have moved and didn't tell us so we don't have a good accurate count of exactly how many CapTel users there are. All we have is the survey numbers. That's all the information we have.

>> MARTY We know the number of people we provided equipment to but not necessarily the number of people that are still using.

>> Trace YUN Tracy I thought in the report you had the number of phones that are in use? No? Dennis?

>> DENNIS Yes, I can speak to that. Last report that I have, ended in March, let's see I have it up on the screen, it might be a little difficult to see, to our knowledge, the sole CapTel reseller in the United States sold, what they state is 726 phones. Most of that is probably through the equipment program. Some of it may be directly to users.

Of those 726, we report 688 were activated, that means that somebody got the phone, actually made at least one call on it.

>> JOHN How many?

>> DENNIS Nationwide.

>> DENNIS This is Missouri-specific. I don't have the figures for nationwide, and as of March 2010, during

the month of March, at least 318 CapTel phones made one call during that month.

>> Tracy And Gay, some people have the survey that you sent sitting on their kitchen counter, waiting to send back, like the Mischlers, so I apologize, you'll get 361, sorry!

>> MARTY We'll watch for it!

>> JOHN Do we know how many 800i CapTel phones are out there in Missouri right now?

>> GAY I would say about 40.

>> JOHN 40, okay. And if somebody wants a CapTel phone today, do they get the choice of the 200 series CapTel phone versus the 800i phone, or is everybody just given the 800i CapTel phone?

>> GAY Well like I said in the letter, you have to have internet connection and phone lines for the 800i. If you don't have those two, you can't get 800i because it's not going to work. That's where the new 800, which is supposed to be out by the end of April, Dennis, from my understanding, which I don't think it's going to be, but the people who do not have high speed internet and phone service combined, but have to go to continue using the 200 for them, the 800 will be available, whenever it comes out. The 800 and 200 are the same function. If they don't have internet, they will have to go with that 800. We don't even distribute 200s any more. We are distributed 200s right now until the 800s come out and then we will switch over to 800. If they don't have internet service, they can't get the 800i.

>> DENNIS You're correct, Gay, as of April, at the end of this month, we're not sure if we're going to be stopping the distribution of the 200 model and only selling the 800. We have not released the CapTel 800 phones, as planned. There are some engineering delays, so as soon as they are available, you'll be able to purchase them and stock them, with something, but right now, I don't have a date for that.

>> TRACY But Gay, you still have 200s to give to the people that don't have internet, correct?

>> MARTY (Repeating question).

>> GAY We have to refurbish 200's. I am not ordering more 200s because they're obsolete.

>> Providing the 200s until the 800 comes out.

>> JOHN So on a going forward basis, do you plan to primarily give out the 800i CapTel phone?

>> MARTY What is the question?

>> JOHN Going forward basis, do you anticipate solely giving out the 800i CapTel phone?

>> MARTY You mean are we just giving out I'm sorry, I guess I don't understand the question.

>> JOHN Like going forward basis, and I realize that there are some users out there that do not have internet access, so they won't be able to use an 800i CapTel phone. But for the most part, I'd be willing to bet most people would have internet access capability. Given that, do you anticipate that most of the people that are seeking a CapTel phone will get the 800i CapTel phone?

>> MARTY So is your question if people do have internet access, are they obtaining the 800i?

>> JOHN I was interested from your point of view, from distributing CapTel phones, do you anticipate distributing a lot more CapTel 800i phones, let's say you give out 100 CapTel phones, do you expect 90 to be 800i and 10 will be 200's or what do you project, going down the road?

>> GAY From the survey that we got, a lot of our phones are older phones, and more, I would say half and half. Maybe at the most, so maybe 40 percent 800i and 60 percent 800. It just depends on, because a lot of the rural areas don't have high speed internet yet, but a lot of the older folks don't have computers, so, I would say right now, from the survey, we probably have 70/30. 70 percent CapTel 200 or 800 or 30 percent 800i. As it stands, we have trained the demos, in February, on the 800i and how to access somebody, between the 800i and 800. We already have that in place. When somebody goes out and works with somebody who wants a CapTel, we're finding out if they have internet. If they have internet, if it's automatic 800i because the 800 isn't going to work with that digital phone line, so that is how we have (inaudible) that it turns out, that they find out, about the CapTel, whether or not they have (inaudible) whether they have, and ask because when we go in and find out about somebody needing a CapTel. So right now, I think it's really hard to judge whether they're going to get an 800 or 800 i but I would say 800's than 800I's right now.

>> Tracy If I could guess on what your head was going, John, I think that, you know, the point to be understood, that the 800i that are in the system will reduce the expenses on the fund.



>> MARTY Let me clarify, because with somebody saying that the 800i minutes won't be charged to the fund?

>> JOHN That is correct.

>> DENNIS

>> MARTY We weren't aware of that.

>> JOHN Sprint is reimbursed from the federal Relay fund, not from the Missouri Relay fund. And I was wondering about that, just because I know in years past, we saw CapTel usage increase. This past year, it sort of, you know, hit a plateau, and I was wondering what was going on, and this sort of helps explain that.

>> DENNIS That was going to be a part of my presentation, so I absolutely will be covering that during my aspect, but yes, for every phone that we distribute for the CapTel 800i, customer in Missouri, there would not be any increase in minutes, so it's either one, whichever best fits the customer, but one benefits Missouri and doesn't cost as much, overall, for longer period of time.

>> JOHN I didn't know if fewer CapTel phones were being distributed. It sounds like, you know, the total number is continuing to grow, it's just, in my little world of looking at the bills that Sprint sends to the Missouri Public Service Commission, the CapTel usage has not grown, and I think it's due to the fact that probably the federal fund is picking up most of the new CapTel users.

>> TRACY And will we still be able to track the 800i use? Because we don't know, there's always that looming change in the federal policy, right?

>> DENNIS No. The reason for that is because, as I said earlier, we have no idea, the person actually is physically within Missouri. The way we've been able to track it is by based off of what number they dial, so if people are receiving calls through the 800i, we have no idea what their location is, so we will lose visibility as to how many people are actually in Missouri. The best thing we can do is when we sell them, so we have information from the sole provider CapTel WCI who sells them, we know they sell in the State of Missouri, they say we sold a phone instate or outbound call, we can tell what they're dialing, a Missouri St. Louis area code, we know that person is actually doing something with Missouri.

>> MARTY Our lunch just came and I personally am starving. Does anybody have any more questions for --

>> LINDA I'm just trying to think ahead about the funding situation, so it seems like our Relay fund, we need to be a little more, flexible, because right now we pay for CapTel 200, and we had this earlier discussion about wireless, so I guess that needs to be put on hold right now, but maybe that's where we need. I was interested in what other states did, because if they have a universal service charge and can we approach and build relationships with the wireless people and I heard there was opposition, but as she pointed out, here class, there was only one person that had a hard line, and I myself, who is a baby boomer, I don't have a hard line. I just have my cell phone, I mean I have my office phone in Jefferson City, but other than that, I use a cell phone because of my travelling. And.

>> TRACY You know, I only have a hard line because, although my cell phone works in northern Minnesota, and doesn't work in my house in St. Louis County.

>> LINDA I think we need to have that discussion, how the Relay fund is spent at some day.

>> JOHN If all the CapTel users were switched over to 800i phones, and I know that's not realistic, it would actually be a good thing for the fund's perspective, at least the Relay Missouri phones, because then there would be no payment out of the Relay Missouri fund for CapTel. It all would be paid through the federal fund.

>> LINDA But there would be people in rural area, and that's why the governor had to eliminate from his budget the broad band asset so as far as the State of Missouri, it's going to be a while before internet access is going to be like it is in St. Louis, Kansas City, and mid Missouri. I'm just saying we need to strategize what are the trends and how we're going to use that fund.

>> TRACY Right and I think we'll get into that discussion with Dennis and John this afternoon. Marty and

Gay, do you have anything else you would like to share with us?

>> MARTY I think that's it unless there are any other questions?

>> TRACY Any questions?

>> LINDA Thank you, Marty and Gay.

>> MARTY I think we'll go ahead, our connection is not all that good in our end so we'll cut off. Definitely if you have any questions after the meeting, let us know.

>> DENNIS I would like to set up a meeting in your office sometime within the next two weeks if possible.

>> MARTY I will shoot you an email to see if we can set something up, that would be super. Great, thanks guys.

>> TRACY Break for lunch, so.

>> DENNIS 12:45.

(Lunch break)

Communication Access Realtime Translation (CART) is being provided as a means to facilitate communication and may not be a verbatim transcription of the proceedings.

>> DENNIS I'll go ahead and take the floor, thank you all for being here.

>> TRACY We're not going to call Marty unless we have a question for him.

>> DENNIS Normally I don't do presentations after lunch because everybody starts to fall asleep from eating but I see 1, 2, 3 people with coffee.

>> TRACY We need more.

>> DENNIS I'm Dennis Selznick, the replacement new Missouri account manager. We are going to just dive into kind of a little bit about what's been going on with Relay Missouri since last time, last meeting was in October of last year, is that correct? I kind of thought about what information you think would be best for everybody here, and I kinda figured there's three big things that I think that you all would be very interested in. First of all, what is going on in the Relay industry today, what's going on with the FCC, Sprint, and what's also been going on other parts of Relay, so I'm going to talk a bit about that, and also I'm going to dive into specifically what's been going on with Missouri, traffic reports, trends, statistics. And then I'm going to talk about bit about what outreach activities we've been doing, educating the community, what we've done in the past and what we're going to do going forward.

I'm going to go through this in 30 to 45 minutes and then I'll leave plenty of time open for the questions at the end so if you have any questions, feel free to interrupt me so if we run out of time, I'll ask you to hold the questions until the end.

First thing, we're going to go into FCC updates, Sprint updates, industry updates and one thing I do want to talk about that is really important to me is wireless. There are some things happening within the Relay community that are pertaining wireless so a really important topic that I want to be sure I cover with you.

How many of you got any, were told anything about the 10-digit rule and order by the FCC? About a year and a half ago, the FCC told all the Relay providers that for the internet Relay products, all of them, for VRS and IP must have a 10-digit number associated before you can make a call. The reason for that was for 911 purposes, so that means any VRS or IP relay service, if a person wants to make a call, using say Sprint IP, IP real, Sorenson Relay, CSDV Relay service, you must have a 10 digit number. That is a geographical phone number associated with your VP device or your account on your website or the website that you access to make a call. When you type in the telephone number or tell will interpreter the number, they must know you're register, and they must know you're at Paraquad's office, here's the address, if anything happens, then you call 911 through that Relay service they're going to get the right PSAP to get emergency services to you

right away.

>> TRACY What's VP?

>> DENNIS Video phone, where a person can be seeing you through the internet and you can usually see them on a web cam on a computer or on a TV with that equipment, it's all through the internet. So VRS and IP have 10 digit numbers, must be registered and have a location associated with those. They also made an order regarding VRS employees cannot use, their VRS business to make calls. There was abuse situation that happened about a year and a half ago, how many of you heard about viable employees getting arrested? About a year ago, a company Called Viable VRS had 26 employees arrested, or arrested and indicted for running up video relay services and billing them to the FCC and they went about doing that in a sneaky way, they had the F.B.I. on them, they had the post office post master general on them, all that kind of stuff, so the FCC made a ruling that employees, such as myself, cannot use Sprint VRS to make calls to generate, we can't bill the FCC for that, so if I want to make that, I have to make it a personal call, go home and I can do that but I cannot in my office make calls to like Tracy, to say, "What's going on, I may meet with you next week in St. Louis." I can't do that and get reimbursed for it.

Abuse of VRS VCO. There were situations the FCC cut people, they would use Video Relay Service, tell the company I want to use VCO, use my own voice, and then they would hand that phone over to a friend or family member or somebody and they would just talk, they would ignore the interpreter but they would talk and get free long distance calling out of it. All they would have to say to the interpreter is I want to dial this 10 digit number, don't have to know sign, dial 213, whatever and talk, so people were abusing that for long distance calls.

International to international VRS calls, self explanatory, it's a United States service so international calls are not permitted in the first place. And international to international is not permitted.

>>LINDA You're talking about if you use -- how would that work?

>> DENNIS In this case the best way for it to work I take my laptop and go to England. I want to make England to England calls. I'm going to use an American VRS company because I sign ASL. If I were in Europe I may have to know VSL or French sign language or Mexican sign language with you in this case I want to use American sign language from England to England. If the VRS company figured out that I was in an international location, they would have to terminate the call and they could not bill it.

>> LINDA So if, maybe I'm taking too much time. I'm puzzled by this, because I'm going to Europe in September, but I use a cell phone, so I plan to do what they call, for a certain time period, have international minutes, so if I didn't use a cell phone, and I need to contact my family or my work, how would I do that?

>> DENNIS You could not use international to international but you could call back to the United States, that is fine one leg back into the United States is fine but if I have to call England or call to France, no go. If you were in the U.S. and made an international call, that was going to be fine. International to international, no.

>> Dennis, do you know which countries actually have Relay services, Video Relay Service.

>> DENNIS Very few. Outside the United States, many of, a good number have regular TTY typing telephone relay service, Australia, New Zealand, many European countries, Japan have those. Very few have video. Canada does not officially have the Video Relay Service. There's one company that's from the United States that's voluntarily doing it but they're not billing anybody, because Canada does not have a reimbursement mechanism like we do with the FCC today, they don't have a fund, don't have a fund for video service, they do have TTY but not yet for video.

Other things that have been submitted to the FCC mandate of CapTel has been submitted, it's not been approved but there are many organizations that are behind it that are asking please mandate it. It is in 49 states and Washington D.C. There's one state that does not have it and that is Delaware. All other states -- I'm sorry, let me back up. Two states do not have it. One state is currently in an RFP to provide it by the end of

this month. In fact that RFP was supposed to have been announced already. That's Massachusetts, they were supposed to award it on the 19th of April, and it's past that and they have not yet announced that.

Delaware has not yet officially made any motion for CapTel, all the other states have CapTel services.

VRS and IP under the jurisdiction of states. Now that there's 10 digit VRS and IP, there's more pressure from organizations to push back onto the jurisdiction of those calls onto states, so there's a pressure, a flow towards getting those kind of things under the control of state organizations. That's FCC stuff. What's been going on --

>> TRACY What do you mean, you're going to, CapTel is mandated?

>> DENNIS That would mean all states have to provide it. There would be no restrictions, the equipment program could not tell you you could not get a CapTel phone unless you qualified. Today they have that ability, and they also could not deselect it, meaning that Missouri could, the commissioners could decide, "We no longer want to provide CapTel, we're going to take it away." Washington state has done that in the past, offered it originally, took it away and reoffered it about 2.5 years later.

>>JEFF If FCC does approve that CapTel mandate, does that mean the majority of TAPP have to eliminate the qualification to receive CapTel?

>> DENNIS They would eliminate the requirement, but they could still provide it for free at no charge to everyone, meeting that requirement, so if I met the 60,000 income, residency all that, then I could get it for free but they couldn't stop me from buying it. Right now today, no one can get it unless they have the approval of TAPP. That also means if somebody were out of state and come into Missouri, and they want to take their CapTel phone with them, they want to just start using it in Missouri, they have to comply with the Missouri TAPP requirements in order to use Missouri Relay.

>> That's strange.

>> JOHN The push onto the states to start recovering IP-based Relay usage, could you expand on that a little bit? I have heard that for years, and it's like, "Yeah, right now, internet-based Relay service is solely covered from federal funding," and, "Yeah, I guess down the road, there might come a day when states will be asked to pick up some of that cost." I mean do you see that like this year, next year? Five years from now? What's your take on that?

>> DENNIS You're asking five years is about where I would expect it to be, the reason five years because now that we're in, now that we've indicated TAPP numbers for everybody, going to take a year or two to shake out some of the issue that is will come up. Let me back up just a second.

With that, there are still some industry issues, and to kind of expand upon them a little bit, let's say I have a vice president 100 from Sorenson, VP 100 and something from another network. They don't have the same network. One platform is DCBS, there are currently nine video service relay providers in the nation certified by the FCC. There are about 20 others that are not certified that are just providing it or they are reselling their service through one of those nine providers and getting reimbursed by those nine providers, so they're called white labels, you may have heard that time, white label VRS companies, not certified but they're paid and operating VRS. They're confused should I be using European Relay service, should I use PAW VRS, some of these companies that are so tiny but they are out there and they're marketing that they're providing Relay services

>> TRACY I was asked this question yesterday in class. Why can't we use Skype?

>>DENNIS When you're thinking of Skype, you're thinking I want to make a call and you would be using regular telephone service or you would be using a video connection with somebody. You can use Skype and many of the VRS companies are compatible with Skype, that is just a software you use on your computer, that is one way to do it. Most deaf people either can't afford a computer. The most popular way to get access to VRS is Sorenson VRS simply coming in and installing video phone in your home. That is the most popular way to get video phone and access to VRS today.

To our estimation of all, well there are one million of **VRS** per month. 80 percent is most likely Sorenson **VRS**. They've installed thousands of video phones nationwide for free, and that's how most people get it because they can't afford a laptop. TAPP is not distributing video phones or any equipment. Their reasoning is the **VRS** service is free. The equipment is given away for free so why should we? So that was Gay's and Marty's explanation to me is that they would not give that away as part of a TAPP program so the only way anybody can get it is through Sorenson or another company, so to kind of, again, the 10 digit number issue, these different companies are not compatible, it's like AT&T and another telephone company back in the day, their telephone networks were not compatible so these are starting to rear their heads in the deaf initial market, and this is going to take a year or two to get that hammered out and then from there, the FCC will be able to say, "You know, it's about time and I need to faze into the states and it will take two or three years to get the funding out there to make that happen." That's my gut feeling based on other factors that I see.

>> JEFF There has been talk about putting the burden on the state in three years, so we're looking at a 3 to 5 year plan. That is one of the questions I brought up in the previous meeting, whether we're prepared for that or not.

>> DENNIS Again very good questions. That's the industry. What has Sprint been doing? Sprint is all about Relay, all about wireless. We think that the future is going to be wireless. I'm going to talk a little bit about what we're doing regarding Relay in general and kind of jump into wireless as well.

We've come up, you asked about Skype, we've also come up with a software specifically designed for video Relay services on things like laptop or net book. How many of you are familiar with net books? They're like a laptop, much smaller, much more portable, a little less power, but they're very mobile, and they're starting to grow in popularity, so we have software that's put onto that. As I said, netbooks with 4G wireless. How many of you are familiar with your wireless technology 4G? Well it's faster than your cell phone service, it's like wifi in your home that you can take anywhere, and Sprint has a big push, as a big company, has been on 4G wireless so we developed technology that takes advantage of mobile wireless video Relay services so you can use a video phone on a device, if I were to take a break, I can show you one of the devices that I currently carry around for myself when I travel, I use a hockey puck that does high speed wireless internet wherever I go. That's one of the things we've been working on with Sprint.

Last thing is this year is the 20th anniversary of Relay services, since the ADA was signed, so very first Relay service Sprint put into place was Texas in 1990. Relay Missouri was also one of Sprint's first in 1992, so it's almost been almost 20 years of Sprint in Missouri. We've invited PC to come to Star a telecommunication meeting with Relay in June, so I hope you can come to that.

>> TRACY Where is that?

>> Do you know, is Sprint working on an app for the i-phones and **DROID**.

>> DENNIS We're not working on the iphones, it's not one of our phones, but there are definitely devices for other Sprint devices.

>> Does Sprint support Droid?

>> Yeah that's a Verizon, for sure.

>> We have four android phones. I'm going to talk about that, since these details are related to that.

>> TRACY Where is that meeting?

>> DENNIS It's in Kansas City.

>> Tracy I was going to say if the chairman of the advisory committee needed to go if it was someplace nice!

>> DENNIS I wish it was somewhere like Hawaii but this year in Kansas City, but usually we have it all over, the place where we start meeting with the STARS Administrators, couple years ago in Indianapolis, Jacksonville, Florida.

Some more sprint Relay updates, you're familiar with the 800i as Gay talked about on the phone. For those of

you again who have not actually seen it, this is the 800i. The older CapTel 200 model which has been around since 2002 was basically this same size, just the screen was about this big. This has a 5-inch color screen, big fonts. There's only amplification, or only 40 decibels of amplification on CapTel. Without captions, only up to 18 decibels. We were finding people would turn off the captions, put the ear jack to their ear and they would be, "Ouch," because the concept of using this phone without captions is meant to be there, you're meant to be able to use this as a family device in your home. So the menu, there's a menu system in here that makes it very easy for people like grandma to be able to use it, using yes or no interfaces. This particular device that I have in my hand has not yet been released. This is the CapTel 800. The 800i, instead of two phone jacks on the back, it's one internet line and one phone line. It's required to have a phone line because we want to make sure you're using the phone service, in your home, your existing phone service to get 911 so when you pick up to dial 911 you're getting the appropriate PSAP immediately. If you use the internet, you may get through the call center and may not get the most appropriate PSAP in the shortest amount of time as possible so we use the 911 services associated with your call line. The other thing I like about this is there's a dedicated customer service button on it. We have people who tend to get issue, they don't quite understand how to use this brand new technology and they don't always read their manual, so whenever we have issues, we make sure that the customer service button is the first thing they go after and they get the help they need.

>> TRACY Dennis, you know when you were talking about, you know, Skype or video Relay on a laptop, you said most deaf people, or whatever, don't have laptops, and I'm going back to John, earlier today, with internet. So I mean isn't that the same issue?

>> DENNIS In the case of Missouri, not everybody has internet. At least high speed internet. The reason why this needs high speed internet, the 800i needs high speed internet because we're transmitting both the person's voice as they come in, as well as captions when they come back from the call center so we need high speed internet. That limits this to those people who have access to high speed. With the 800, however, it still uses the same technology, at least the same backbone as the older 200 model which everybody can use as long as they have a phone line. The advantage with the 800i is because you must have phone line and internet connection, you get the equivalent two line CapTel no matter what. Any calls you receive in as well as make out will automatically be captioned. The connection speed is faster because the quality is better than the caption, so the caption experience is better for people so Gay says it's a great phone, even though show still has issues what she sees as issues regarding installation.

Again CapTel 800 model was supposed to be updated or at least released by the time I had spoken with you today. That has not yet been the case. Michael has said by the end of this quarter, before June 30, this will start to be the standard CapTel phone distributed by TAPP, so no more of the smaller screens, and big weird buttons, it's going to be looking like this going forward. This is not going to be the last of the CapTel models. There's a whole family of 800-series that we'll have out there. You've seen two of them. There's going to be a bunch more coming. I can't tell you what yet.

Wireless is where people are going. It's been a trend for a long time. 4G wireless is like taking your cell phone and making it 10 times faster so in those areas where Sprint has 4g wireless, there's the ability you'll be able to use email, video, streaming, Twitter, all those kinds of things faster.

Missouri is unique in that two big markets are gonna be 4G wireless this year, not all states have 4G wireless, sprint will have Kansas City and St. Louis online with high speed 4G wireless, cell phones and hot spots by the end of this year, so that's one big thing that we're going to be letting people know about this year.

Does it make any sense, the sprint HTC EVO 4G? Anybody know what that means?

>> Evolution?

>> DENNIS That's a good word for it but basically that is going to be the first video phone in the United States that's going to be on a cell phone network, so it's not this model, looks kind of like this, but it's one of



the first phones out there that's going to have a front facing camera and they'll be able to use video technologies and in a 4G network you would be able to sign on the go, and that will be the first for the nation.

>> That will be fun to see you driving and doing that

[LAUGHTER]

>> DENNIS I said a pledge and said I wouldn't do that so I can't say I'll do that.

>> TRACY How can you sign when you're holding the phone.

>> DENNIS It has a kick stand on it. It has a kickstand, specifically designed to have a kickstand so you'll be putting it on the table.

>> On your dashboard!

>> DENNIS Okay dashboard, 30 degree angle, sign on it, and works great, works beautifully.

>> WALT Can it steer the car?

>> DENNIS One thing at a time.

>> JEFF Release date?

>> DENNIS Summer.

>> JEFF Cost?

>> Kansas City and St. Louis, wonderful. Has sprint considered where the decisions are made in this state, that they're not in Kansas City and St. Louis?

[LAUGHTER]

Jeff City is where the decisions are made.

>> DENNIS When we're thinking of Jeff City, we're thinking of, "Jeff." City.

>> DENNIS That's the technology we're working on right now for wireless, for bringing people to be able to use Relay on the go. That's why product, these four items down here. How many of you have heard webCapTel before? It's the web, it's the CapTel service that's available through a web browser, so a person just needs to have a computer, they will be able to make the call, they would use their own telephone, they can use a landline telephone, a cordless telephone, amplified phone or a cell phone, and listen and speak, but read captions on the screen of a computer, so they can adjust their fonts, save their conversation, all that stuff, all on a computer. Not only is it on the computer but you can also use it on a cell phone so you would be able to read on the cell phone screen and listen and speak at the same time.

As I mentioned before the VRS netbooks. Sprint IP or IP Relay services are very popular, the equivalent of doing TTY on internet computers. So it's still a big thing and I'm going to talk a little bit about how that's impacted our Missouri TTY/TRS Relay services but it's huge growth. It's where people are able to use things like instant messenger, IM or Google Talk having a conversation through the equivalent of TTY, how are you, go ahead, and back and forth. And there's also softTTY on mobile devices, so they're like mobile TTY that you can hook up to TTY compatible cell phones, laptops, and be able to make calls through TTY that way. That's kind of the future, what's going on with the industry, all around it's bigger than just Missouri. Now I would like to condense that down to what's going on in Missouri, so I would like to talk about traffic trends.

This is a two year picture of what we've been doing in Missouri. This is the previous fiscal year and the current fiscal year. This is TTY, VCO, HCO, deaf/blind, speech to speech, and all those other assorted little services that are associated with TTY-based Relay services. This is all Missouri, and we started in July 2009 -- sorry July 2008 with about 50,000 calls. As of this past month, we are down to about 30,000 calls a month. For TTY, VCO, speech to speech, etc., all that. That has been in line with our trend and expectation of TTY services in the past six or seven years. I'm also going to go into that in just a little bit.

You may ask why has that happened? And I may have actually talked about this before, before somebody else took over, but the decline of Relay services, TTY Relay services has been about going to IP Relay, video

Relay, even CapTel services as an alternative to using the TTY. So it's been about 10 to 15 percent decline year over year of people migrating from TTY to other Relay services. Not all of them paid by Missouri themselves.

>> JEFF What is the projection of the next two or three years?

>> DENNIS Thanks for asking. We think it's leveling off. There's always going to be a base of people that will use TTY until they die, because they like the TTY, it works for them, they're not going to get high speed internet access or they don't want to use the phone on high speed, so they will, it's flattening out, we think it's going to maintain about 20 to 30 thousand calls per month the next two to three years. Levelled off.

This is the same scale that we just saw for TRS and CapTel so you have some kind of equivalency here. As you can see, we're hovering at about 20,000 calls per month. Now we've actually been distributed CapTel phones, still, so we should be seeing a growth of CapTel phones. Well Gay, during my surprise, we know why that's happened and the main reason is very few people are leaving, and yet we have what's called a, there's a term just on the tip of my tongue, it's where people basically are leaving, they're not using their CapTel phone any longer, maybe they passed away or they've only used it very little anyway so they just stop using it but the point is that they've stopped using it, then we always see just a little bit of that every month. We always see some growth of that, so whenever we add more people to using CapTel, that's where it's always bigger than the people who are stopping or leaving.

Now the problem is that we've replaced that with the 800i. The 800i does not get billed to the State of Missouri. It's billed to the interstate fund, NECA where all the interstate goes. If I live in St. Louis and call Springfield, Illinois, that does not actually get billed to the State of Illinois. It is billed to NECA. It shows I originate from Missouri, it will count as a call but we won't bill for that minute. You will bill NECA for it. In this case, all of the 800i minutes are billed to NECA and that essentially means there's less costs toward the State of Missouri, which is fine.

>> What is NECA?

>> DENNIS That stands for National Exchange Carrier Association. That's the organization that manages the nationwide Relay fund for the FCC. All VRS minutes, all IP minutes, all web CapTel IP minutes are all reimbursed from that fund, as well as interstate, 50 percent of toll-free minutes, and all international calls as well. There's some other little things that are reimbursed from that but that's basically all of it, so if we were to look at all the calls in Missouri and we wanted to figure out what percentage was billed to the state and what percentage was billed to CapTel and NECA, 80 percent to the state and 20 percent gets billed to NECA, just in general.

Of course the 800i now tweaks that a little bit. But fine, everybody is getting served when they're using Relay services. This is not to the same scale as what you saw before. This is because if it was, it would be so minuscule. In this past fiscal year, at most, we've generated maybe 200 minutes of speech to speech. And I recognize that that's definitely something that Relay Missouri provides. As a consumer we don't really have a speech to speech representative on this board so I need to make sure when I talk about my outreach, what I'm going to be doing regarding speech to speech but you can see a little over 200 minutes in the past year, per month, at most. All together, all over this past fiscal year, TRS and CapTel, as you can see, they're starting to kind of overlap. Eventually CapTel will exceed TRS minutes. It's, CapTel minutes are being slowed by the 800i kind of minutes and we expect to see it right about there now, but within the next year or so, we'll start to see CapTel have more minutes per month than TRS minutes. That's significant because --

>> TRACY I don't quite see how that is the case because most people are going to get the 800i, and so you're talking overall, not charged to the state?

>> DENNIS Well Gay said on the phone she was expecting 50/50 or maybe 70/30, she couldn't give an exact break down but there will still be some growth on Missouri because we're still going to be giving out the 800's, not entirely give out entirely 800i because it doesn't make sense if they don't have internet.



>> TRACY With the 800i's, and different things happening, hasn't NECA noticed a significant increase in their expenses, and aren't they saying, "Whoa."

>> DENNIS They've been saying that all along, yes. I can put this in perspective. I have to get the exact figures from NECA themselves but since 2002, which is when IP Relay started, in 2002, the amount that NECA was paying annually was less than, think, less than ten million. Now they're paying over a billion dollars a year, so they're managed from 10 million to a billion dollars a year because CapTel -- not CapTel, VRS, video Relay services, by far, is the bulk of the NECA payments, by far, while CapTel is on their radar is not that big, compared to what kind of auditing and reviews they're doing for video Relay service, especially since there were arrests, based on abuse that was proven by the FCC, and people pled guilty and all that, so but anyway the bottom line people see it but they're not focusing so much on CapTel as they are just everything else.

NECA has been asking us why do we see so much growth in interstate CapTel minutes, and we show them yes, because of the 800i and because of web CapTel both have done very well in interpreters of people taking them on.

>> WALT You just answered it, never mind.

>> I'm sorry, I've got an issue that may fit here and it may fit later and tell me to shut up if it's not appropriate, but with the overall decline, especially in just general TRS services, has there been any thought about approaching the heavy users of text-based Relay, and offering CapTel services? I'm specifically talking about the Missouri department of corrections? Now the department of corrections was filed with federal injunction from the Department of Justice for violation of telephone access. There are a lot of deaf and hard of hearing prisoners, and recently, they have agreed to permit, and purchase equipment, but I don't think the issue of CapTel has ever even been brought up to them.

The reason I bring this up is that I get a number of Relay calls from people in the Department of Corrections. They are almost always calls from an out of state Relay service. The instate, for some reason the state network blocks calls to an 800 number from the Department of Corrections, but it doesn't block calls if it goes through the Pennsylvania Relay service.

>> DENNIS I get what you're getting at.

>> LINDA I have a clarification, I also get calls from prisoners, but most of my prisoners have other disabilities, and because they write letters instead of calling, they write letters. So you're saying that you get Relay calls, say from Pennsylvania, but you can't get Relay calls from Missouri?

>> Not quite. The prisoners in Missouri, for example housed in Algoa correctional Institute which is in Jefferson City has to call a Pennsylvania Relay service to call me, which is down the other side of town.

>> DENNIS That was an issue I wasn't aware of. Thank you for bringing to my attention. Anything we do with the department of corrections, we definitely have to be very careful with but we will investigate that in very detail.

>> The Department of Corrections has made a determination that they won't permit video Relay. They believe that prisoners will somehow access porn sites if they access video Relay.

>> TRACY Well yeah!

>> Of course!

[LAUGHTER]

>> They are now in agreement that they're willing to provide text-based Relay services.

>> TRACY No offense, and I just don't understand, why are they calling you guys?

>> For help.

>> LINDA Can I, he's from the commission from deaf and hard of hearing and I'm the governor's council on disability, and I get letters from prisoners about once a month, for a wide variety of reasons. And I would think we're going to have a May 3 quarterly meeting. I would like you to bring that to my quarterly meeting,

because I have a state liaison from Missouri Department of Corrections attending my meeting May 3.

>> Is that Vicki Myers?

>> LINDA I don't remember the name because he or she just got appointed. We sent out a letter saying, "You're missing at our table," because we have other state VA's so without taking too much time out of this meeting, I invite you to talk about that issue at a public comment section, on May 3, and it's going to be in Jefferson City, video conference. We're doing video conference and by the way people in St. Louis, you can go to UMSL and see it. We're not providing, we are providing caption, but I don't know how that's working. We're providing captions for me so I don't know how that works in St. Louis.

>> JEFF Is the meeting open to public. Where in Jeff City on May 3?

>> LINDA It would be disability.GOV, see Jeff, you don't have to come to Jefferson City. You could go to UMSL, but like I say, I don't know how the caption is provided for you, versus me, but we'll talk about that. Later.

>> At what time is the meeting?

>> We meet at 10 A.M., and I think I'm having a public comment time around 11 or so, before lunch. I think I'm having a public comment in the morning.

>> DENNIS I'll see if I can talk to you two sometime later this week regarding those items. I would like to see if I can resolve it.

What I would like to do is some background regarding the blocking of Department of Corrections, we do have some prisoners trying to abuse the Relay service to make calls while they're in prison. We mostly resolved that but it seems like we may have made it too restrictive, so I'll see if I can scale it back but I'll talk with you, too, see if I can get some details on who to talk with also.

I don't think your question was answered by this though. Okay this is kind of the bird's eye view of what the minutes have been doing since 2003 so we just did canvas four million minutes in one year. It's declined about 10 to 15 percent year over year and we are down to, as of last year, just over one million TRS minutes, including speech to speech. CapTel minutes have grown from a trial in 2003 to a little over 500,000 minutes in 2009. We're expecting about the same here. It will be about 750 to a million minutes, and about 750,000 CapTel minutes by the end of this year. So the three months dated 2010, we should have more and see if we match up with the expectations but that's kind of what we've been going through for the past seven years.

With that in mind, I'm kind of going to go into what we're doing for education, in 2010. I'm going to go into a little bit what we did last year, up until now, and then dive into what we're going to be doing going forward. Some of these events were done by my predecessors, so if you had any questions about them I may not go into any detail but basically we serve about six thousand people over this past year. A number of them were at big events, these are larger events over here. But we're starting to focus a bit more on smaller individual events and as you can see down at the bottom, academic biathlon, films, trying to get more into direct contact with members who may not have been exposed to Relay services before. There was some concern that we'd been basically seeing the same group of people over and over again and they're already familiar with it. That's good when we want to reinforce the message but we want to expose to new people, don't hang up to, educating people about the Relay on hangup calls through 711. How many of you have seen this brochure? This is what we're currently distributing right now. We also have a website that looks virtually like this as well. A lot of people like it, they're able to get in, sign up for Relay Missouri information and that's where they get their regular information every month. Going forward, this is what we have currently planned over the next few months. At the end of this month, we're going to go to the Powerup Conference, touch base with some of the familiar people, presenting about video relay services there. We're going to have a newsletter out by the end of this month, and going next month, focus on smaller communities, much smaller communities. Places like Poplar Bluff, Cape Girardeau, places that really just have not had much individual exposure, go into that and get them aware of what's out there.

In addition to that, we're also going to be seeing if we can host some new film that's come out, provided by Sprint Relay, but a film that's empowering people with hearing loss, "See What I Am Saying," a full length feature film three deaf and one hard of hearing individual that are breaking into the entertainment industry, has won several awards, sort of like an indie film, expecting to have it played in St. Louis and Kansas City later this year. Trying to see if I can get more showings. Most of the people who show up do not have hearing loss. People who attend don't have hearing loss, they're curious, documentary brings in a wide variety of people.

There's a music video associated with it that's really cool, I may show that at the end of my presentation if you have any time.

All right additional goals. Trying to do my best to bring in some additional board members to fill the slots that are open. I know we're going to be talking about that later today. My goal is to get 20 more events outside of Kansas City and St. Louis by the next October meeting, so that's my goal to get out there, I consider an event to be 10 people or more, if it's smaller than that it's a one on one thing, so hopefully reaching out to about 200 people, and again directly about Relay services and educating them, so hearing and people with hearing loss.

Also my other goal is to focus on speech to speech. I think that's one thing that we kind of have a need for that really hasn't been stated much and again I'm going to make sure that I do five, and I'm trying to bring on an expert who will be able to at least advise me on what to do in terms of what would most reach those people with speech impairments.

I think that is it for my presentation today.

>> LINDA I saw your last slide about your speech to speech outreach. Have you contacted UCP here in St. Louis and Easter Seals, they have a location in Jefferson City as well as St. Louis. They predominantly work with people with CP who have speech impairments and that would be an audience that you want to reach and there's probably one in Kansas City, a UCP, but I'm sure the folks in St. Louis can get you connected to Kansas City, but the one in mid Missouri is located in Jefferson City, Easter Seals and Kathleen Fagan, the CEO of Easter Seals, she used to be one of my council members, so she would open the door for you, and UCP guy knows me, too. Rick Focasse. And they have a lot of them, there's a whole push, also I would work with department of mental health, developmental disability, a big push, called informant first initiative to get more people with developmental disability working and they most likely will have speech impairment.

>> DENNIS I'll contact you for their contact information, but that's great information for me. The other thing is that if you guys didn't have specific information, I would like feedback for what you would like me to do for outreach. I already put out some things but I do have some other resources and other abilities to be able to contact people or so get direction from the board in terms of outreach or other aspects of Relay Missouri you would like me to delve into.

>> TRACY The phone number of Kay. The Missouri academy of audiology president, I think that would be great to get involved in the audiology number, 368-1178. Well that's her cell phone. Let me give you her office number. 251-4847. Audiology number.

Any questions or suggestions for Dennis?

>> LINDA I want to make a comment a wonderful presentation. You've just really helped me understand things better.

>> TRACY I agree, second!

>> Is it possible to get a copy of your presentation, the slides?

>> DENNIS Absolutely, when I get a break, I'll send out an email right away, I won't even have to leave the

meeting to do that.

>> JOHN Your slide that shows Relay minutes decline, over the past, since 2003, I mean it's been fairly dramatic, I think. And I guess like from Sprint's point of view, I see this as declining revenues for Sprint, but I don't know if that's how Sprint, if that's what Sprint is experiencing or not. Since I only see the intrastate side, and I know the amount of money that we pay Sprint each month is generally declining along with that, FRP Sprint's side of things, is this kind of a bleak picture for the Relay services, in general? They're not 1/4 of what they were just a few short years ago.

>> DENNIS Keep in mind this is not the whole picture. The whole picture includes video Relay services, web CapTel, and internet Relay services.

>> JOHN Sprint is making money.

>> DENNIS Sprint is bringing in revenue more than the state business. We really value the state business because we know that's where we impact people who are right there with the TTY and the CapTel phones. That's why I think it's the best way for Sprint to continue having a relationship with the state. The state does not yet have control over all these other services so it's very difficult to maintain a relationship that way, so I see this as, it's very important to Sprint and we want to retain the relationship with Relay Missouri and keep the business going on that. If we were just looking at that, there are some Relay organizations that only do. TRS, absolutely, that hurts them. AT&T Relay service does not have much in terms of CapTel, and it doesn't have any CapTel services at all and video Relay service is very minimal so if it was just for them, you wouldn't be able to see very much in terms of revenue, so Sprint has done more than just, you know, TRS and CapTel. We're the Total Relay Solution, so we want to make sure that not only are we able to do all those other things that not everybody is into, but we're also going to get the CapTel and TRS service, the best possible.

>> TRACY And John, don't forget that change in what the federal people are paying, NECA. From what was it, what were the number, 100 million to 10 million.

>> DENNIS 10 million in eight years to a billion dollars in revenue.

>> WALT How many video service Relay providers are there?

>> DENNIS As I mentioned earlier, there were about nine certified but there are 20.

>> WALT That's highly competitive.

>> DENNIS Yes.

>> How about IP?

>> DENNIS Certainly there are five certified and nine noncertified. And there are only three CapTel providers in the nation.

>> WALT Who?

>> DENNIS Sprint, Hamilton and another company American Net.

>> WALT I thought you meant there was an alternative to Hamilton. Ultratech.

>> JEFF Video Relay components, most video Relay provides a product that they offer to the deaf community, like Sorenson provides a free video phone, like a BT 200 and then you've got Hamilton or Parnell that provides an MPG3 which is a portable wireless device where you can play video Relay, or point, I'm sorry, people to people at a wifi hot spot, like Starbucks.

>> DENNIS No longer distributing MVP, purple notebooks, the purple ones.

>> VZRS, provides Z 340 and then a Z 150 which is a big resolution video phone that you can have on your desk instead of a big monitor by Sorenson but they don't provide them, they sell them but you have to be deaf in order to purchase Sorenson is the only one that has a video phone offered free to the community. However they got new products coming out in July during the NAD conference, so each video phone, video Relay company, they are competitive but they're also give, they also have a product that is offered to the community, and Sprint Relay has that with the -- what does Sprint provide?

>> DENNIS Netbook.

>> JEFF But they're not free. You have to buy and pay monthly for the 4G service, so there's a lot more option and availability to the deaf community than before. Before it was just VP 200. Now we got a lot more

video phone, and wireless technology that is more available, making video phone call.

>> LINDA And let me just, video, the picture, you're talking, when you say video Relay, you're talking about seeing someone.

>> JEFF Right.

>> Tracy Any other questions or comments for Dennis?

>> JOHN I had sort of a question. It was briefly touched upon earlier, where there's a comment about people going wireless now and I know Dennis you indicated that sort of Sprint's direction too is to have everything wireless, and AT&T might be trying to get rid of their landline phones and whatever. But and there's no denying the fact that younger people in particular love wireless. My 14-year-old daughter can't live without a cell phone. But the way she uses the cell phone is not to talk. It's to text. And I guess I wondered in the future, with the younger crowd, as they get older, I mean texting, I mean that's all she does. That's how they, the younger crowd communicates now, and if that's how everybody is gonna be communicating, is there a need for Relay? I just don't know where all this is going, but is this something that Sprint, a wireless company, do they talk about this? You know what's your take on this?

>> DENNIS There will always be room for an immediate communication method that beats texting. Texting is leave message, get back to me, leave message back to me, e-mail, if you want immediate response you don't use email so there's always room for that immediate communication which deaf and hard of hearing people will need somebody speaking so as long as there's a need for human speaking, Sprint will always be there as Relay service. Until voice recognition, speech to text is good enough for everybody to have a two-way conversation, that's when it will be beyond our capabilities and we don't get reimbursed for those.

>> But just to tag on to what you're saying, John, almost none of our communication is really reliant on an immediate response. Almost all of the communication that we have, we like to think we can pick up the phone and talk back and forth and get immediate, but it's rare that whatever we're talking about requires an immediate response. And that's the, from a psychological perspective, that's the power behind the texting, is that I can either read a message, or I can, you know, respond to it when it's more convenient. It's rare that, you know, I'm having a heart attack, and I take time to text!

[LAUGHTER]

That doesn't happen, that's the time you hit 911 and 911 works for everybody. But I think that's a very valid point is that, you know, the deaf community is highly reliant right now on immediate video face to face communication and American Sign Language and I applaud that, but the reason text communication is so popular and powerful is that it gives both parties options. You don't have to drop everything and talk on the phone.

>> JEFF That will change, too. There's a company that is coming out, a new program that they signed contract with Blackberry, I can't give so much information, that will allow deaf people to have that instant communication by using text messaging by call, like sprint, hearing person will be able to talk to another person on cell phone, they can go back and forth. With this come out, that will allow a deaf person to talk back and forth immediately with immediate response. That is coming out by the end of this year, and that is designed with blackberry.

>> LINDA For clarification, that would be instant communication, so what he would saying is now, the value is okay I can text, and you can answer it whenever, but like you say, if you have a heart attack, you want to get 911 and I think we need to go back to what you said, Dennis, there's always going to be a need for it. And it might be level off, you know.

>> JEFF But you also see with the new THC that's coming out with the video signing capability, that just may change text messaging.

>> TRACY But if I could ask, you're basically saying that it's like two text messages communicating with each other?

>> JEFF Like a phone call.

>> LINDA Like instant messaging.

>> With this new messaging, it's a split screen that allows us to talk back and forth instantly by text

messaging.

>> TRACY Sometimes I'm happy when I get voice mail!

[LAUGHTER]

Sometimes I'm surprised.

>> Amen!

>> Sometimes I'm surprised when I get a person, I don't expect them.

>> JEFF The deaf community has been wanting to have some kind of a video signing capability on a cell phone. That THC just might be that solution.

>> LINDA What he was talking about.

>> JEFF That may just take away text messaging, I don't know now it's a fad, that could be the next fad.

>> I will politely disagree. The reason that video D-logging is so popular right now is that for those who may not know, there's YouTube and other services are just full of videos in ASL and it's one-way communication. It permits response, either through text or video, but it doesn't require an immediate response, like a phone call. It gives a person an opportunity to think about what they're going to say instead of immediately reacting. And you know as Sprint and other companies look to the future, I think all the hype and excitement about instant communication needs to be considered with reality. People are busy, and you know, I just am overwhelmed with electronic communication and I have to set it aside.

>> TRACY You've made a great point, Gary, but it's 2:00 but I think we need to go with John's report and have the remainder for a discussion. Is that okay?

>> JOHN Okay.

>> TRACY Thank you, Dennis.

>> JOHN The latest Relay fund balance as of March 31, 2010, is 4,146,629.29. The fund balance is, I'd say, overall has continued to grow. I think last fall it was in the, it was approaching the \$4 million mark, and around late 2009, it crossed the \$4 million mark, and it continued to creep up.

In regards to the Relay Missouri surcharge case, we did make a filing back in January that I circulated with the committee. Again we reiterated to the commission our belief that we thought that the Relay Missouri surcharge should be reduced from 13 cents down to 11 cents. And in general, without repeating the rationale and everything like that, we feel that there's plenty of money in the fund to cover the monthly obligations and there was some talk about the universal service fund and the Missouri commission does administer another fund, and that is the Missouri universal service fund, and that fund is used to provide finances to companies so that they can provide discounted telephone service to qualified low income consumers as well as disabled consumers. They can so many dollars off their monthly phone bill. Right now the Missouri Universal Service Fund is strictly funded, again, solely from landline, telecommunications carriers, it's not funded from wireless customers. Only landline carriers right now can get money out of the Missouri Universal Service Fund but that fund, the Missouri USF that oversees the fund, does try and keep a minimum amount in the fund, what is it six months' worth of expenditures. Anyway applying that same formula, so to speak, to the Relay Missouri fund, we think that the fund balance really ought to be around 2.7 or 2.8 million dollar level as opposed to over 4 million.

The commission hasn't acted on that recommendation. I really can't explain why. But anyway, there was also some discussion about the legislation that's going through the state capital, specifically HB 2305 and SB 1000. Those two bills, given the budget crisis that the state is in, would hold \$2 million out of the Relay Missouri fund and there's about, a little over 20 other funds that are earmarked specifically for certain uses, and whether it's the governor's office or the legislators that sponsor these bills, they look at these funds, and in their own estimation they feel, "Well the Relay Missouri fund has over \$4 million in it. Let's take \$2 million."

From what I am hearing, there's really been no activity regarding those bills. Robert Boone, who is our legislative liaison over at the capitol does not expect those bills to pass. In his opinion, something miraculous



would have to happen in order for those bills to pass at this stage of the legislative session. In his opinion, he doubts that the bills will pass. There is a small chance that they might, but at this point, it doesn't look like it will.

So anyway. Given that, I guess in my, from where I sit, I would still think that we'd be in a position, at least from the Missouri commission staff's point of view, to maintain the recommendation to reduce the Relay Missouri surcharge from 13 cents to 11 cents. We just think that's a reasonable proposal. We have to look at this from the perspective of all the telecommunication consumers that are billed the surcharge, and trying to keep that charge as low as possible, but still adequately maintain the funding balance, within the Relay Missouri fund. The Missouri public service commission was audited by the state auditor's office this past year. I was concerned that the state auditor might be critical of the Missouri Public Service Commission for not doing something with the Relay Missouri fund balance, and I personally got a lot of questions from the state auditor's office about the Relay Missouri fund, how it operates, and they were aware of this pending case, that was looking at the surcharge, but frankly, the state auditor, I thought, was very kind to the Missouri Public Service Commission and they were not critical at all of the oversight of the Relay Missouri fund but those are things that I think of, and I also am sensitive to in trying to do a responsible job in administering the Relay Missouri fund. I want to make sure that the fund is at a reasonable level but not such a huge amount that people start asking questions about it, and you know, "If you have that large a fund, why is the surcharge at 13 cents, why can't it be lower?"

But anyway. The last item I wanted to touch on was Sprint's contract with the Missouri Public Service Commission. It has been extended two years, or at least the commission has given the go ahead for that. They actually did that and we talked about it last fall. They did that last summer, because if the Commission did not want to renew the contract for another two years, then we would be expected to go through the bid process again, and solicit bids from other Relay service providers and working with the Office of Administration and their bid process, that takes roughly a year to go through it all, and the commission said, no, no, we don't want you to do all that. We'll just extend it.

And I know Sprint has contacted us, and the paperwork has not been finalized yet, but I think Sprint wants to make a proposal, sometime in the next couple of weeks, that would perhaps be another option for the commission to consider. Don't know what that is. I know Dennis and I, we talked a little bit about it. We didn't really want to talk about it at this time, but this is something that I suspect I'll want to talk and get feedback from the Relay Missouri Advisory Committee on, whatever it is, and see what their thoughts are. Because I know when it's brought to the commission again, I anticipate they'll want to know well what's the Relay Missouri vice RI Committee think about this proposal? Give you a head's up about that. I suspect we'll probably send out an email, whatever the proposal is, and may want to have a conference call sometime in May to talk about whatever the proposal is.

>> TRACY Thanks, John, and I know that we all need to thank you for representing us so well to the PAC, because I'm sure you did a great job, protecting us.

>> JOHN Hopefully.

>> TRACY I remember, I don't know how many years ago it was, but there was a bidding process for the contract. Walt, do you remember, does that happen on a regular basis, or is there some issue that we don't know about that is prompting?

>> DENNIS I think the one you might be thinking of was back in 2006 where we put one out, right around the time I changed and I don't think anybody even qualified for that or something.

>> WALT We cost all our bids. The contract has a limited life, and built into the contract are three optional time periods to extend for a limited period of time, and the contract expires, you recall, and the commissioners at that time wanted us to get some bids to see if it was to their advantage to extend the contract for two years or get a brand new contract. All of the bids that we received, in one way or another,

didn't quite meet the requirements that were set forth, and so we elected, or the commission elected to continue service through Sprint, we felt comfortable that that was the best option. And we did that one other time a few years ago.

This last time, the commission felt that they had a good deal and they didn't need to submit it, because this is the last optional renewal period for that now. Next time we'll have to go out for a full-blown contract.

>> TRACY So this is just the regularly scheduled review per the contract?

>> WALT Technically it's expired. It's built into the contract, if we want to we can extend the terms another two years, look at modification and price. And that's what's going to happen.

>> TRACY Anyone have questions or comments for John? Barry?

>> BARRY What's the status with the wireless providers and whether or not we're going to get any service charges/funding from them?

>> JOHN That would require a change in Missouri's statutes, so there's nothing in the works this session to do that. It would require statutory change.

>> BARRY Do you know if there are other states that are doing that?

>> JOHN I think there are other states that do charge, or have a surcharge for wireless subscribers.

>> TRACY Barry, Marty told us, there are, and this is something that unfortunately, I've made comments about and we've all made comments about for years, it's just I haven't gotten out of my chair to do anything with it. I'm not sure who to go to over in the capital any more, but I will try to get going on that. I did meet with folks from AT&T and I don't remember the name of the people that I met with that are senators, and the suggestion was to couple, to join forces with the 911 folks, because most people understand about 911 but they don't really understand about Relay.

>> BARRY But it's not like we're hurting for money at this point and what I am hearing you say, John, is that if that fund were suddenly drastically increase, it would become a very visible target for becoming a source of tax revenue for the legislature?

>> JOHN I think we sort of already have become a target by those two bills. But I don't know. This has come up and I know when we've internally talked about it, if somebody were to want to try and get the Relay Missouri surcharge on the wireless bills, what's the best avenue to do that, has been brought up that 911 fund is something that comes up every year and that's something that is in those types of bills, and right now 911 is primarily funded nonexclusively through surcharges on landline customers.

>> TRACY How is their fund balance?

>> JOHN How is that? That sort of depends on the county or city. There are some parameters on how much the 911 surcharge can be. That money is sent directly to the city or county government. Some counties also have bond issues and things of that nature to supplement that, but for right now, the way the statutes are written, it just allows a charge on the landline.

>> TRACY I ask that question because if they're in trouble, they might do a lot of work for us.

>> JOHN They seem to have struggled. The 911 industry. One of the problems that they have in getting this sort of legislation passed is the cities and counties set up what they call public service industry points, the place where 911 calls are answered and I don't know how many there are in Missouri but there's a lot, and I know there's a senator Crowell down in Cape Girardeau, very critical of 911 industry, in that you're saying you need better funding and you want to have wireless subscribers pay the 911 surcharge. Why don't you do something to control your expenses first before you start trying to get more revenue, and that is consolidate PCAPS, decrease your costs then we'll talk about changing your funding rate and it's difficult for them to argue against that, but they're going to have to make some very tough decisions on how they're going to cut their costs, and consolidate PSAPs in order to move the legislation funding.

>> TRACY Who controls that surcharge rate?

>> JOHN I couldn't answer that for sure. I don't know.

>> TRACY Would it be easy for you to find out?

>> JOHN I will see what I could do to check into that.



>> TRACY Any other questions or comments? Thanks, John. Okay now we need to talk about vacancies.

Who brought Jason to the table? Was it you?

>> DENNIS I think it was Jeff.

>> JEFF I think at a previous meeting, there were vacancies that needed to be filled in, and we needed somebody more on the technical side, like Steven Foster that we once had, and pretty much more somebody from the Kansas City area as well. Jason Curry, who developed, he actually started a company called S-COMM created at device called UBIDUO, kind of a laptop to laptop concept, he had been involved with the blueprint of the organization, and also from the very technical aspect, finding better solutions for better communications for the deaf and hard of hearing community, and I think he would be an excellent addition to our Relay council in terms of the technical aspects, like we had Steven Foster. He is very interested in being part of the Relay, I think. He would be able to contribute, from his experience, to the table, and of course, you know, technology is always changing, for the better, and for the future as well. He might be able to provide that, provide us that insight as well.

>> TRACY Which position?

>> JEFF I believe the deaf position.

>> JOHN We have the deaf position and a late deafened position.

>> LINDA Is this the only nomination that we've received so far, is Jason Curry? I'm okay with Jason, I know him. Only thing about Jason, he's in quite demand to get him in to these meetings is going to be interesting. The late deafened, is there any recommendations or nominations, because we have a very -- do you need that person to represent a part of this state that's not represented here? We have a very active Hearing Loss Association chapter here, and I am most of those folks are late deafened and they're cochlear implant users and I don't see many cochlear implant users around the table that are part of this committee, so I could approach someone from that group.

>> TRACY And I just thought of somebody that would be great on this committee who is a cochlear implant patient, but I'm not sure if she's lateen deaf (sic).

>> LINDA Mary Starling, the president of the St. Louis chapter, and she lost her hearing around age 8, and then Bob Foster lost his hearing around 40 something through leukemia, and he is now a cochlear implant user, so I just my recommendation is someone who is a cochlear implant users and since we do have an active hearing loss association group here in St. Louis, to get them involved.

>> TRACY Would you be willing to contact them and see if they're interested, and then forward their resume to John. John? Or to everyone, or to John.

>> JOHN Did you have any thoughts about that?

>> BARRY Just one question, or related to that. You know I think most of the members, if not all of us, represent urban areas of the state, and we talk a lot about the, especially the lack of wireless and internet broadband internet access across rural parts of Missouri and I'm wondering if we couldn't have a representative from a more rural part of the state? I know I've gone down to the cochlear implant club of the Ozarks, and done presentations down there. It's an awesome group of people, and they're sort of based in Springfield, but they don't live in Springfield. They travel to Springfield. I noticed that their next meeting is in Nevada, it was on your list of places to go. Anyway, just a suggestion. I don't know any individual.

>> LINDA I think that would be a good idea because I am a member of the Hearing Loss Association, so I could wear duo hats, but you brought up a good point, to get representation from that group, because we do keep talking about the lack of broadband, the lack of wireless in those rural areas, and we're killing two birds with one stone, a cochlear implant user plus they represent the rural area, so I would change my recommendation of including someone from a rural area.

>> TRACY Not to, because you have had great suggestions, can you try and get us a couple candidates?

>> LINDA I think Barry would know better than I.

>> BARRY I can make contact with the cochlear club.

>> I have a cochlear implant club so I could contact them, with an owner's letter.

>> LINDA I think when you're contacting, think about who you're contacting in that group, who might have

the commitment to come to a meeting twice a year. That's the key thing. We can recommend anybody, but I think what we need is a commitment to come. We only are talking about twice a year, but I know Jason Curry's schedule, and if he can make it for twice a year, great.

>> JEFF I did talk to Jason, and he's aware that we meet twice a year, and he said he doesn't have any problem making that commitment, but unfortunately, this is probably early 2010 schedule, he already had a commitment to New York City, but after talking with him several times, he does have a strong interest being part of this Relay. And if he feel like, a commitment or scheduling is an issue, perhaps we can extend an invitation to attend one of the meetings.

>> TRACY I don't know what the negative would be to do what Jeff said, or to nominate him. We can always, I think in the by laws it says if you don't make three consecutive meetings, you're no longer part of the committee, right?

>> JOHN Yeah, they are provisions for that.

>> JEFF I do have a question though. Just a train of thought. Is it something, do we need another deaf person or is it something that we can actually subject to and have someone from the urban rural area to fill in that shoes?

>> WALT We need another deaf person, we must have two deaf person, one late deafened, one hard of hearing and one speech impaired person on the committee. I do have a concern about Jason and what Linda has said gives me a little bit of pause to think. We contacted Jason on several occasions and he did not respond to us, and that gives me pause for wondering if it would work with the committee or if he's so busy that he just doesn't have time to do that. I think it's important that the members communicate among members.

>> TRACY That's great information to share. If he can't return phone call.

>> JOHN Dana tried numerous times to invite him to the meeting and had invited him but there was just no response, and finally got a hold of Jeff, and said hey Jeff, we've been trying to get a hold of Jason, he's not returning our calls, emails. Tell me something.

>> JEFF He was out of town and I finally page him, he was out of town, I said Jason, are you coming to the Relay, we need to know and he said no, I haven't check email, been out of town.

>> LINDA This is typical of Jason, you understand I like him, I've asked him to be a member of my council I don't know how many times. The president of the Hearing Loss Association has asked him to also participate in different events, and he does not, he says what he says to you, Jeff, oh I got to go to Chicago, California, and we're only talking about twice a year, but there's some communication going on in email, and I'm just concerned about that. And that's why I say I think it's an excellent idea to find a late deafened person, a cochlear implant user and represent the rural area and we might get more commitment that way.

>> TRACY I just would like to add, you think now would be kind of his honeymoon phase with us because he says, you know, so I --

>> JEFF I got to look at it two different ways. Even though Jason is my friend, I am neat going to speak on behalf of the friend part. Based on what I am hearing, there seem like he had a commitment problem and not being able to respond, then I would not go forward with the nomination for this position.

>> TRACY Okay. Do we have to have a motion or anything on this? No. So Leslie, you're going to put a notice in the newsletter, and then Barry and Linda, keep your eyes peeled.

>> LESLIE I need to make another copy of the position, like April, she used to do that, to announce it. Do you have like a listing, description?

>> JOHN Like an ad? Nothing comes to my mind, but we could probably put something together easy enough.

>> LESLIE Because it's easier that we can distribute it, like maybe flyers that they could pass out.

>> LINDA But that's what I am saying you got to be careful about distributing flyers. That's why I'm saying between Barry and you, if you know someone that would be a good candidate.

>> LESLIE I would discuss it with that, to pass on to the person that she feels would be good candidate if I came to the meeting. Because I don't know anyone.

- >> LINDA You can say John Doe to say, "I want to do it." I want you to select good candidates who have all those things in place and would give a commitment.
- >> JEFF I think we need to get the word of mouth out to the community, we got two position open for those who are interested, because if we try to limit by the candidate that we think fills best, they may not be interested, so we need to open that option, I don't remember I'm sorry, to have an option to the community because they may have somebody that might be interested. It goes back do we have a description of what is expected of the people, so they know when they come to the meeting, they know what's to be expected of them. I think that would really help.
- >> TRACY Do you want me to doodle something.
- >> JOHN We can put together an ad. We need to provide it for Leslie and Barry. Either send it south to the entire committee so that everyone will have it, and then have the ad and can do with it, and try and solicit interested folks to serve on the committee.
- >> TRACY Okay good, so John you're going to communicate with Leslie and, well all of us.
- >> JOHN The entire committee, yeah.
- >> JEFF So do you want me to notify Jason?
- >> TRACY I think it should come from John, since you're friends with him, it might be easier. Don't you think, Jeff? Snoop LINDA I think it would be more professional coming from John.
- >> TRACY We have time left for open discussion and I think Jeff has something he wants to discuss with the group.
- >> JEFF I'm not going to sign this information that needs to be covered. I'm not going to go into details because not all the IDT's are dotted and crossed yet, merely it's just an open conversation that I'm engaging with several individuals, state-wide. The deaf community, about a year ago, during the interpreter's convention, there's a strong consensus coming from the deaf community about the future, and the stake of the Missouri Commission for the Deaf and hard of hearing. We have noticed in the past several years the Missouri Commission for the Deaf and Hard of Hearing has been hit with the state budget cut, especially last spring, 70 percent, recently, a very little minor cut, but they used to have almost a million dollar budget, and now, which is around \$400,000. They used to have seven staff and now they're down to three staff.

The community is very concerned because if Missouri Commission for the Deaf and Hard of Hearing continues to face and get hit with the state budget cut, sooner or later it's going to make sense to the to keep the commission around, basically fade out on its own. The community is trying to prevent that. We've been looking at a different scenario how do we save the Missouri Commission for the Deaf and Hard of Hearing? And based on discussion, and research, possible solution, because we know we can't ask state for more funding, we got 600 million dollar budget cut last year, 500 million dollar next year so asking for money is out of the question.

However we did find two Missouri Commission for the Deaf Hard and Hearing, New Mexico and Washington state. Those two Commission for the Deaf and Hard of Hearing, part of their money came from Relay fund. I believe Washington state gets 26 percent of their funded, Relay fund to the Commission for the Deaf and Hard of Hearing. I'm not sure how much percent comes from New Mexico, but what's really unique, those two commissions for the Deaf and Hard of Hearing are the only Commission for the Deaf that we came across that oversee and handle the distribution program. That makes sense where the funding money is coming from.

However, we know, trying to take fund, the distribution program away from the TAPP program is not an idea that we want to look into. However, we are looking at the possibility of funneling some money from the Missouri Relay fund and we know that will require a statutory change. That is one solution that we are looking at. However with the coalition that I am worked, we will be make known of our plan, probably in the fall, and decide what scenario we're going to go with and what the community is more familiar with. The

reason I'm giving you a heads up and I know there might be strong feeling about it and some of you might be opposing against us, but just giving you a heads up. Part of my job, I will be making, I'm sorry, engaging more conversation with other parties, trying to create an ally that will support this, if this was the path that we would choose to go with.

>> TRACY I don't mean to sound off the planet, but can you describe what the purpose of the commission is?

>> LINDA You got the guy here.

>> TRACY Can you describe the purpose, just so that we understand the functions.

>> BARRY Well first of all, I feel really kind of awkward, I didn't know this issue was going to come up, and I'm not sure that I am comfortable with it in this situation, but to answer your question, the Commission for the Deaf is to advocate for equal access for Deaf and Hard of Hearing people throughout the State of Missouri. Certify all interpreters in Missouri, to provide information, referral, communication, workshops, training of state agencies, training private agencies. We are tasked with maintaining a census of the deaf and hard of hearing population in the state. And other big piece of our work has to do with the conducting of workshops and other activities for deaf consumers as well as for public agencies. We're a single point of contact for the majority of folks that are deaf and hard of hearing when they have problems.

>> TRACY I don't mean to put you on the spot.

>> LINDA It's very interesting because my counterpart at the governor's council on disability, we cover all disability, including the deaf and hard of hearing, but what I wanted to point out, in other states, the deaf and hard of hearing commission or committee, they may have a different slight change of name, is under the auspices of the governor's council of disability. Every state has a change of their name, like in Kansas it's called Commission on Disability Concern, they're under the Commerce Department, so the bill that you were talking about, the transferring of \$2 million out of the Relay, well part of that bill was eliminated, the funds, but also emerging different groups. There have been rumors all over Jeff City about different things. And so I have to be careful of what I say, because I got to protect my agency, and I have a lot less money than the Commission of Deaf and Hard of Hearing, and I got to cover every disability. And I have a staff, as of July 1, of three total people, including me. So I'm not going to say anything any more because it's a pretty emotional issue, because it's funding, and so that's all I'm going to say.

>> TRACY And we just, Jeff, I appreciate you bringing that to the table for discussion. Anybody want to continue discussion or make any comments? Okay then it will be an interesting road. Walt?

>> WALT Before we leave, we should try to set up the next meeting.

>> TRACY Any other topic that we need to put on the table for discussion?

>> JEFF I do have one. If FCC decides to put responsibility on to the state for VR, this is the time for PSC to prepare for that, if that happens. We're still at the early stage, but it just like there's a timeline. I would rather be safe than sorry.

>> JOHN Well if they do push responsibility on to the states, Dennis indicated it might be five years from now or so, I tend to agree with, it's going to be several years down the road. I can't see the FCC making the decision, say today, and expect states, say, in a few months or even a year, to take over that responsibility. I think the FCC realizes it may take a little while for states to ramp up and be able to provide the funding that's necessary. I suspect that when that day comes, you know, we'll look at how much the fund needs to be, and set a surcharge accordingly.

>> TRACY We have this discussion prior to Walt bringing up the discussion when is our next meeting, for the next meeting. I'm surprised on the federal level with the increases and expenses that Dennis described, even if it's over eight years, I'm surprised if there is an option to move some expenses to the state, they haven't done so, but No. 2, is there any contact or any way that we could stay, and I think that this would be more your position, stay more in touch with what their financial situation is? Or is that Dennis? Or is that a mystery?

>> JOHN Dennis talks about NECA controlling the funds, or being involved in it. NECA is totally separate from the FCC. NECA is really an organization that, I'll call it telephone companies. That really provides more

technical assistance for the carriers. They're involved in a variety of other things, filing of CARES at the federal level and so forth. To be honest with you, I'm not sure how in tune the FCC really is to the federal Relay fund. They may not be, I mean they got a lot of things on their plate, the FCC, and I think what they have is a situation where they've got this outside organization called NECA handling the day to day responsibility of making sure that there's adequate funding, and money coming in, and it's being doled out appropriately. I really don't know how closely they're following that.

>> DENNIS I could speak to that. The FCC, the commissioners themselves at the very top are not very close to the issue, no. The Disability Rights Office which is the actual group under the commissioner's is very familiar with the issue, very close with it. They have a deaf member on staff, Greg Hilbach, very close with these issues. All of the VRS companies are continually sending filings, trying to make sure that they're getting the right access, and the right information, and filing items, changes and things like that, so I know that that group is very close with it. We can definitely collaborate with them and I can definitely provide you information, as well as information on how you could access things like the filings online. They have an electronic filing comment system online that I check twice a month because there's so many things happening and they're filing things such as ex parte meetings where the Relay providers would come and meet with the FCC commissioners or staff members, and have meetings with them, so we're always checking those. I can give you updates on those. There's all this information regarding the actual financial stuff and why they set their rates and things like that online as well.

>> TRACY And I would like to reiterate, it's good to have you back. You know as long as, if somebody is keeping their finger on the pulse of what's going on up there, I feel better.

>> DENNIS If there's anything you want me to provide, that's not a problem. The FCC/NECA stuff is I deal with daily, anything you want to know, just let me know, I'll make it happen.

>> TRACY Any other items for discussion besides when we are going to meet next?

>> JEFF When is the next meeting?

>> TRACY Well what month is it? October, right, John?

>> JOHN Sometime in October. I guess I might throw out, you know, we have usually met on Wednesdays. Last time when we met in Jeff City, commissioner Clayton came to the meeting. Wednesdays, if we want commissioners, Wednesdays are tough for them because that's when they typically have their once a week agenda meeting, and so that is one of the reasons why Eric, who is also on our staff, couldn't make it. He had to be there for the agenda meeting, and we can keep it Wednesdays, but didn't know if other days of the week might work out better for committee members, whether you have a preference. If you really like Wednesdays, you know, keep it at Wednesdays, but I just throwing that out there, to see if all of you really like Wednesdays or are you open to other days.

>> TRACY You bring up a really good point. Personally, any day but Monday and Friday, as long as I can schedule it is fine with me. What about everybody else?

>> LINDA I like to keep it on Wednesday because I can either be in Jeff City or St. Louis, because I need to cluster my days. Wednesday is fine.

>> JOHN You would like to keep it on Wednesday.

>> LESLIE. Flexible.

>> MIKE Second one no, except second Wednesday of each month.

>> BARRY I recommend avoiding Saturdays and Sundays.

[LAUGHTER]

>> JEFF I don't like Mondays.

>> DENNIS Any time you guys make it, I'll be there.

>> JOHN Given Linda prefers Wednesdays.

>> LINDA He said no, I'm okay with third Wednesday, I'm looking at so far, I'm okay on October 20.

>> TRACY It was sure nice having it in St. Louis. Have a great drive back!

>> JOHN I think right now we'll probably tentative set it for October 20. Is the starting time at 11:00 OK or

earlier?

>> JEFF 11:00 is good.

>> LINDA That accommodates people that have to drive from Springfield, wherever I am. Yeah 11:00 is fine.

>> MIKE That's good.

>> October 20, 11:00.

>> TRACY Where are we setting it?

>> JOHN Jefferson City.

>> Probably check the bylaws but I think our bylaws say something about the meeting location.

>> TRACY It says we have to meet in Jefferson City a certain amount of time.

>> Walt At least once a year we have to meet in Jefferson City.

>> JOHN Unless something else comes up it will probably be in Jefferson City. Given this proposal about the plans to give the commission, I'll probably want to have a conference call about that before that, sometime in May. So watch your emails about that, and see how it goes. I want to get feedback from the committee about Sprint's proposal.

>> DENNIS As well as our nominee as well.

>> JEFF Who is up for nomination? Oh!

>> JOHN On the vacancies, as we get people interested and get their bios and stuff, I also anticipate we will have a very brief conference call or something with the committee to say, "Okay what do you think?" And if everybody is okay, we'll run it by the commission, and see if they'll appoint a new committee, and they will be part of the committee.

>> JEFF Any of our terms expire in October or still good for another year?

>> JOHN I don't know have the information, I don't have it in front of me.

>> LESLIE I have one more question or comment. After October, I have one year left.

>> TRACY And you love it!

>> JEFF I think she's saying after this October, it's another year left.

>> Walt Three year terms.

>> I thought it was two years.

>> LESLIE I think I have two years.

>> TRACY You're happy to be here.

>> JEFF Some of us have been here too long.

>> TRACY If we don't have any other issues to discuss, great to see you back, and Jeff thanks very much for arranging for us to be here.

>> JEFF Thank you for lunch, something different.