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ROUGH DRAFT

MISSOURI RELAY
ADVISORY COUNCIL MEETING
WEDNESDAY, OCTOBER 23, 2013
AT GOVERNOR'S OFFICE BLDG.
JEFFERSON CITY, MISSOURI

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MS. GARRISON: GOOD MORNING, EVERYONE. TO START US OFF, DANA.

MS. PARISH: I'M GOING TO GRAB THIS FROM YOU REAL QUICK. GOOD MORNING, EVERYBODY. I'M GOING TO PASS THE AGENDA AROUND JUST IN CASE YOU DON'T HAVE A COPY. PASS THAT AROUND AND TO GET STARTED, I THINK WHAT WE'RE GOING TO TRY TO DO IS VOTE ON WHO WILL LEAD THE MEETINGS.

MR. VAN ESCHEN: BEFORE WE DO

THAT, WE'VE GOT SOME NEW PEOPLE HERE AND KIND OF GO AROUND AND INTRODUCE OURSELVES AND ALL OF THAT.

INTRODUCTIONS: I'M DANA PARISH, I'M WITH THE STAFF FOR THE PUBLIC SERVICE COMMISSION. MY NAME IS DIANE WIELAND. STACY BRADY, MISSOURI ASSISTIVE TECHNOLOGY, MARTY EXLINE, MISSOURI ASSISTIVE TECHNOLOGY, BARBARA GARRISON, MISSOURI SCHOOL FOR THE DEAF. I'M MICHELLE SANGSTER, ACCOUNT MANAGER FOR RELAY MISSOURI. LINDA BAKER,

FROM THE GOVERNOR'S COUNCIL ON DISABILITY. AND I AM MIKE, MICHAEL BOYD AND I'M A ST. LOUIS RESIDENT, AND I'M A SUBSTITUTE TEACHER THERE. I AM CHRIS LUDVIGSEN AND I'M FROM MISSOURI COMMISSION FOR THE DEAF AND HARD OF HEARING. I'M JOHN VAN ESCHEN, AND I'M ON THE STAFF OF THE MISSOURI PUBLIC SERVICE COMMISSION. I AM ALSO ALISON BURCO. I'M AUDIOLOGIST AT THE MISSOURI SCHOOL FOR THE DEAF. GOOD MORNING. I'M RIC TELTHORST AND I'M THE PRESIDENT OF MISSOURI TELECOMMUNICATIONS INDUSTRY ASSOCIATION. OUR MEMBERS ARE PROVIDERS OF LOCAL AND LONG

DISTANCE VOICE SERVICE IN MISSOURI.
TIM OPITZ, AND I'M STAFF COUNSEL
WITH THE MISSOURI PUBLIC SERVICE
COMMISSION.

MS. PARISH: MY TURN. WE WOULD
LIKE TO PROPOSE MAYBE TAKING A VOTE
TO PUT, I GUESS, TO NOMINATE A
PRESIDENT OR CHAIR TO RUN THE
MEETING AND THEN POSSIBLY, AS YOU

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ALSO MENTIONED, VICE-CHAIR.

MR. OPITZ: A VICE-CHAIR.

MS. PARISH: THEN IN OUR NEXT
SESSION WE WILL PROBABLY DO THIS
AGAIN SINCE SADLY, BARBARA WILL BE
LEAVING US.

MS. GARRISON: NOT SADLY.
MIXED FEELINGS. THANK YOU.

MS. PARISH: SO ANY, WILL WE
NOMINATE YOU TO LEAD US TODAY,
WOULD THAT BE ACCEPTABLE? HOW DO
PEOPLE FEEL ABOUT THAT? DO WE
AGREE?

MR. TELTHORST: I WOULD MAKE
THAT MOTION AND SECOND IT, IF THAT
WAS A MOTION.

MS. BAKER: WHO IS THE NAME?

MS. PARISH: BARBARA.

MS. GARRISON: FOR TODAY.

MS. BAKER: ARE WE NOMINATING

YOU FOR THE FUTURE?

MS. PARISH: AT THE NEXT MEETING WE WILL DO THAT. PAST MEETINGS TRACY MISHLER KIND OF LED THE MEETING AND THEN BARBARA WOULD

STAND IN WHEN TRACY WAS NOT AVAILABLE. SO TODAY WE WANTED TO NOMINATE BARBARA TO RUN THE MEETING TODAY.

MS. BAKER: I THOUGHT IT WAS FOR THE FUTURE. FINE.

MS. PARISH: WE CAN BEGIN THEN.

MS. GARRISON: OKAY. ALL RIGHT. WE'RE READY FOR SPRINT'S REPORT. OH, NO. I'M SO SORRY.

MR. EXLINE: LET ME JUST START. STACY IS GOING TO GIVE KIND OF AN OVERVIEW OF A PILOT THAT WE'RE STARTING THAT DEALS WITH WIRELESS DEVICES, BUT I KIND OF WANTED TO GIVE YOU AN OVERVIEW OF THE EQUIPMENT DISTRIBUTION PROGRAM REAL FAST JUST FOR, I THINK MOST EVERYBODY HERE IS FAMILIAR WITH THE TAP PROGRAM, THE TELECOMMUNICATIONS ACCESS PROGRAM, WHICH IS THE PROGRAM THAT PROVIDES ADAPTIVE EQUIPMENT FOR PERSONS WHO HAVE DIFFICULTY WITH TELECOMMUNICATIONS BECAUSE OF THEIR DISABILITY. THERE

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ARE TWO PARTS OF THE TAP PROGRAM IN MISSOURI. THERE'S A TAP FOR TELEPHONE PROVIDE THAT PROVIDES ADAPTIVE EQUIPMENT THAT PEOPLE NEED TO ACCESS TELEPHONES AND THEN THERE'S ALSO THE TAP FOR INTERNET PROGRAM, WHICH IS THE PART OF THE PROGRAM THAT PROVIDES ADAPTIVE EQUIPMENT OR SOFTWARE THAT PEOPLE NEED TO ACCESS THE INTERNET OR E-MAIL. AND IT PROVIDES FOR A PRETTY FULL RANGE OF EQUIPMENT, THE TAP FOR INTERNET PROGRAM IS PRETTY UNIQUE STILL TO MISSOURI. I THINK WE'RE STILL THE ONLY ONES THAT PROVIDE ADAPTIVE EQUIPMENT TO ACCESS THE INTERNET. THAT CAN RANGE, OF COURSE, YOU CAN IMAGINE IT REALLY IMPACTS LARGELY A LOT OF PEOPLE WHO ARE BLIND, WHO HAVE LOW VISION, WHO HAVE PROBLEMS READING A COMPUTER SCREEN BUT ALSO RANGES ALL ACROSS-THE-BOARD, PEOPLE WHO HAVE PHYSICAL DISABILITIES WHO MAYBE CAN'T USE A TRADITIONAL KEYBOARD.

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EVEN PEOPLE WHO, FOR INSTANCE, SOMEBODY WHO IS A QUADRIPLEGIC WHO

MAYBE CAN'T DO ANYTHING EXCEPT MAYBE USE AN EYE GAZE SYSTEM, SO IT REALLY DOES RANGE ACROSS ALL DISABILITIES IN TERMS OF THE TYPES OF EQUIPMENT PROVIDED.

JUST A REAL QUICK UPDATE. I THINK A LOT OF YOU KNOW THAT WE, FOR THE LAST YEAR, HAVE BEEN ADMINISTERING A DEAF/BLIND TELECOMMUNICATIONS EQUIPMENT DISTRIBUTION PROGRAM THROUGH THE FCC. THE PROGRAM STARTED, THE PILOT STARTED LAST, A YEAR AGO, JULY 1ST OF 2012. THERE WAS AN AGENCY NAMED IN EACH STATE TO ADMINISTER THE PROGRAM AND OF COURSE, THE FIRST YEAR COMPLETED AT THE END OF JUNE. MISSOURI WAS ONE OF PROBABLY ONLY FIVE OR SIX STATES THAT ACTUALLY USED OUR FULL ALLOCATION. ALLOCATIONS WERE BASED ON POPULATIONS SO MISSOURI WAS ALLOCATED ABOUT 180,000 TO PROVIDE

EQUIPMENT TO ALLOW PEOPLE WHO ARE DEAF AND BLIND TO ACCESS TELEPHONE COMMUNICATIONS. WE ENDED UP SERVING ABOUT 36 INDIVIDUALS AND THAT INCLUDED EQUIPMENT. IT INCLUDED AN ASSESSMENT FIRST ABOUT WHAT KINDS OF EQUIPMENT THEY

NEEDED, THE EQUIPMENT ITSELF AND
THEN ANY TRAINING THAT SOMEBODY
NEEDED TO USE THE EQUIPMENT. SO IT
TURNED OUT TO BE SUPER SUCCESSFUL
JUST IN TERMS OF -- I THINK IN
TERMS OF THE STATE AND THE SECOND
YEAR STARTED THIS YEAR. ONE OF THE
THINGS WE'VE ASKED THE FCC ABOUT IS
WHETHER THERE WAS ANY POSSIBILITY
THAT MISSOURI OR STATES THAT DID
USE THEIR FULL ALLOCATION COULD GET
ADDITIONAL FUNDING FROM STATES THAT
DIDN'T USE IT. THEIR ANSWER FOR A
LONG TIME HAS BEEN NO BUT NOW THEY
ARE KIND OF LOOKING INTO IT TO SEE
IF THAT MIGHT BE A POSSIBILITY IF
THEY WOULD ACTUALLY ALLOW THAT. SO
THAT'S SOMETHING WE'RE KIND OF

HOPEFUL FOR. THEN STACY IS GOING
TO TALK A LITTLE BIT ABOUT. WE'VE
GUNN A WIRELESS PILOT FOCUSED ON
I-PADS AND I-PHONES. WE HAVE AN
OPPORTUNITY -- THERE'S KIND OF A
UNIQUE RELATIONSHIP BETWEEN TELTEX
HERE IN MISSOURI THAT ADMINISTERS
OR PROVIDERS EQUIPMENT FOR A LOT OF
THE STATE EQUIPMENT DISTRIBUTION
PROGRAMS AND APPLE, SO WE'RE
LOOKING AT TRYING TO GET A PILOT

STARTED THAT WOULD ESPECIALLY FOCUS
ON PEOPLE WHO ARE LOWER INCOME, WHO
THEY DON'T HAVE THE RESOURCES TO
GET INTO A CONTRACT IN TERMS OF
GETTING EQUIPMENT AND THEN GETTING
A TWO-YEAR CONTRACT FOR SERVICES.
SO STACY IS GOING TO KIND OF TALK A
LITTLE BIT ABOUT KIND OF WHAT WE'RE
LOOKING AT AND THEN ALSO TRYING TO
GET IDEAS FOR RECRUITING PEOPLE TO
PARTICIPATE IN THE PILOT.

MS. BRADY: SO AS MARTY
MENTIONED WE ARE LOOKING AT AN I
DEVICE PILOT. WE'RE HOPING TO

START THAT ACTUALLY PRETTY QUICKLY.
AS I MENTIONED AT THE PREVIOUS
MEETING, I WAS GOING TO BE
ATTENDING THE TECH CONFERENCE AND
BASED ON NEW MEXICO HAD DONE AND
BASED ON THEIR SUCCESS OF DOING A
PILOT MISSOURI DECIDED THIS WOULD
BE A GOOD IDEA FOR US TO ALSO ENTER
INTO. I KNOW CELL PHONES IN THE
PAST HAS BEEN A QUESTION THAT HAS
COME UP REPEATEDLY. WE SAID WE'RE
WORKING ON IT. WE'RE GOING TO
START A PILOT. CELL PHONES FROM
THE I-PHONE WILL BE AVAILABLE. THE
REASON WE CHOSE TO DO THE I-PHONE
AND I WILL GET INTO THIS A LITTLE

BIT LATER IS BECAUSE OF ITS
ACCESSIBILITY. SO WHO IS ELIGIBLE
TO PARTICIPATE? THAT'S THE FIRST
KEY THAT WE'VE GOT TO OVERCOME?
THAT WOULD BE MISSOURI RESIDENTS
WHO HAVE A DISABILITY THAT
TELECOMMUNICATIONS MAKE IT
DIFFICULT AND MEET INCOME
GUIDELINES, SAME STANDARDS THAT WE

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HAVE ON OUR TAP PROGRAMS AS IT IS.
WE ARE LOOKING IN OUR FOCUS OF FIVE
GROUPS. HOWEVER, INDIVIDUALS WHO
MEET ONE OF THE FIVE DEAF, HARD OF
HEARING, LOW VISION, BLIND AND
SPEECH, IF THEY HAVE ADDITIONAL
DISABILITY THAT'S FINE TOO. SO
SOMEBODY WHO MAY HAVE A MOBILITY
ISSUE IN ADDITION TO A HEARING LOSS
OR A VISION LOSS, WE CERTAINLY WANT
TO HAVE THEM APPLY.

THE CONSUMERS THAT ARE GOING
TO BE CHOSEN WILL HAVE TO BE ABLE
TO ATTEND MEETINGS. THIS IS
IMPORTANT BECAUSE WE'RE GOING TO DO
SOME VERY BASIC TRAINING WITH THE
INDIVIDUALS TO MAKE SURE THEY CAN
USE IT. THE PILOT THAT NEW MEXICO
HAD DONE, PART OF THE REASON THEY
DID FOCUS GROUPS AND ENTRANCE

MEETINGS ONE IS TO HELP INDIVIDUALS
UNDERSTAND WHAT IT IS THEY ARE
GETTING, BUT ALSO TO HELP THEM TO
UNDERSTAND WHAT MAY BE COMING OUT,
THINGS LIKE PUSH NOTIFICATIONS,

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WHAT THE LIMITATIONS ARE TO THE
DEVICES, BUT ALSO AN OPPORTUNITY
FOR INDIVIDUALS TO MEET WITH EACH
OTHER, CHAT WITH EACH OTHER, FIGURE
OUT WAYS TO OVERCOME SOME
DIFFICULTIES THEY MAY BE HAVING
WITHIN THEIR LITTLE GROUPS. IT WAS
EXTREMELY, EXTREMELY SUCCESSFUL
AGAIN IN NEW MEXICO. THE
INDIVIDUALS NOT ONLY WILL BE
ATTENDING AN ENTRANCE MEETING.
THAT'S WHEN THEY WOULD GET THEIR
EQUIPMENT AND THE FOCUS GROUPS, AS
I MENTIONED. THEY WILL HAVE TO
HAVE E-MAIL TO COMPLETE SURVEYS.
THE SURVEYS WOULD TELL US THINGS
SUCH AS HOW WELL THEY ARE ABLE TO
USE THEIR DEVICE, WHERE THEY ARE
ACCESSING THEIR DEVICE. IT DOESN'T
NECESSARILY HAVE TO BE IN THE HOME,
MCDONALD'S, STARBUCKS, ANYWHERE
WHERE THERE IS INTERNET, WIFI
ACCESS IS GOING TO ALLOW A NUMBER
OF CONSUMERS TO GET OUT THERE AND
TELECOMMUNICATE. THEY MAY BE

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UPLOADING OTHER THINGS THAT MAY
MEET THEIR ABILITIES OR
DISABILITIES TO COMMUNICATE. SOME
OF THE ADDITIONAL INFORMATION, IF
THEY ARE AN I-PHONE USER THEY ARE
GOING TO HAVE A PLAN AND A DATA
PLAN. I-PHONES REQUIRE DATA. THAT
IS NOT SOMETHING MISSOURI IMPOSES.
THAT IS SOMETHING APPLE IMPOSES.
THEN I-PAD USERS MUST HAVE ACCESS
TO WIFI. AS YOU HEARD ME MENTIONED
EARLIER, ACCESS DOESN'T NECESSARILY
HAVE TO BE IN THE HOME. IT CAN AT
MCDONALD'S, IT CAN BE AT BURGER
KING, AT TACO BELL, AT STARBUCKS,
IT CAN BE AT THE LOCAL LIBRARY.
THERE IS A LOT OF WAYS TO ACCESS
COMMUNICATION THAT HASN'T BEEN
NECESSARILY READILY AVAILABLE
PREVIOUSLY.

NOW, IF ANYBODY HAS BEEN
LISTENING TO THE APPLE STUFF THAT'S
BEEN COMING OUT, THERE ARE NOW
CHOICE COLORS. THAT WOULD BE
LOGISTICAL NIGHTMARE FOR US SO THE

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I-PHONES WE'RE OFFERING ARE GOING
TO BE FIVE S AND THEY WILL BE BLACK

ONLY. PART OF THAT ALSO HAS TO DO WITH THE ETCHING AND WE'RE GOING TO TALK ABOUT ETCHING LATER ON. AND AN AID MUST HAVE AT&T OR T MOBILE SERVICE. AND THAT'S BECAUSE THESE ARE NON-CONTRACTED PHONES MEANING INDIVIDUALS DON'T HAVE TO NECESSARILY HAVE A PLAN THROUGH A CONTRACTED PLAN FOR AT&T. SO THEY COULD HAVE PREPAID PLANS. AND FOR THE I-PADS WE'RE DOING WIFI ONLY, NOT WITH CELLULAR, THAT ON THE I-PAD DOESN'T MEAN CELL PHONE. SO.

MS. BAKER: REPEAT THAT WHAT YOU SAID ABOUT THE I-PAD.

MS. BRADY: WE'RE DOING THE WIFI ONLY, NOT THE WIFI WITH CELLULAR. IT IS A MISNOMER FOR A LOT OF PEOPLE THAT WHEN THEY SAY CELLULAR ON AN I-PAD, THAT MEANS THEY CAN MAKE CELL CALLS, THAT'S NOT AT ALL WHAT IT MEANS. IT IS REALLY CONFUSING. EVEN I HAVE A

HARD TIME UNDERSTANDING IT.

MS. BAKER: YOU HAVE ACCESS TO THE INTERNET?

MS. BRADY: YES. MISSOURI WILL BE THE FIRST STATE TO INCLUDE BOTH I-PADS AND I-PHONES AS PART OF A PILOT. THERE ARE OTHER STATES WHO

ARE CONSIDERING SIMILAR OPTIONS.
THEY HAVE NOT YET LAUNCHED THOSE.
WE WILL BE WORKING WITH TELTEX AND
AGAIN AS MARTY MENTIONED, TELTEX
HAS BEEN GIVEN SPECIAL
CONSIDERATIONS BY APPLE THEMSELVES
TO PROVIDE A NUMBER OF SERVICES
THAT APPLE THEMSELVES IS NOT
ADEQUATE IN PROVIDING TO PEOPLE
WITH DISABILITIES. AND APPLE WILL
TELL YOU, WE DO HAVE THE
ACCESSIBILITY BUT THERE ARE
LIMITATIONS TO WHAT WE KNOW AND
TELTEX HAS A GOOD HANDLE ON THE
CONSUMERS NATIONALLY. BECAUSE
TELTEX DOES WORK WITH SO MANY
DIFFERENT STATE AGENCIES AND
PROGRAMS.

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MR. TELTHORST: I'M NOT
CERTAIN. TELTEX, WHAT IS THAT
ENTITY?

MS. BRADY: TELTEX IS OUR
VENDOR IN THE STATE OF MISSOURI WHO
PROVIDES OUR TELEPHONE DEVICES NOW
SO ON OUR REGULAR TAP FOR TELEPHONE
PROGRAM THEY ARE THE VENDOR WE USE
TO PROVIDE OUR TTY'S, OUR AMPLIFIED
PHONES.

MR. TELTHORST: THEY ARE NOT A

MANUFACTURER, THEY ARE A DISTRIBUTOR?

MS. BRADY: CORRECT.

MR. EXLINE: I THINK THEY PROVIDE EQUIPMENT, REPAIRS FOR ABOUT 30 STATES.

MR. TELTHORST: GOTCHA.

MS. BRADY: AND THAT'S ONE OF THE NICE THINGS WITH TELTEX, THEY ARE ABLE TO REPAIR THE EQUIPMENT, WHICH APPLE DOESN'T LIKE ANYBODY DOING, BUT THEY HAVE AGAIN GIVEN TELTEX A LOT -- A LOT OF ABILITY TO DO THINGS THAT CAN'T NORMALLY BE

DONE. THE INTERESTING THING TOO IS WHEN TELTEX DOES STUFF, THERE WILL BE AN ENROLLMENT PROCESS. WE'RE GOING TO GET TO THAT THERE IN JUST A SECOND.

SO THEY WILL PRE-INSTALL SPECIFIC APPLICATIONS THAT WE WOULD LIKE PUSHED TO A DEVICE. SO INDIVIDUALS WITH SPEECH WHO MAY WANT TO USE PREDICTABLE OR PROLOQUO2GO, THOSE WILL BE PUT ON THE DEVICES SO THAT IS VERY SIMPLE FOR US TO DO.

AGAIN PUSH NOTIFICATIONS, LET'S SAY AN APP COMES OUT FOR THE DEAF COMMUNITY THAT MAY NOT HAVE

BEEN AROUND, WE CAN SAY HEY, I WANT
ALL OF MY DEAF CONSUMERS TO GET
THIS PARTICULAR APP, IT GOES OUT,
THE CONSUMER PUSHES A PARTICULAR
SEQUENCE AND IT IS INSTALLED ON TO
THEIR DEVICE AUTOMATICALLY. THEY
CAN TRACK THE DEVICE TO MAKE SURE
IT IS STILL IN THE STATE OF
MISSOURI. IF IT TRAVELS OUT, YOU

KNOW, IS THIS A DEVICE THAT'S BEEN
OUT OF THE STATE FOR MONTHS ON END
AND WE NEED TO GET IT BACK OR IS
THIS A DEVICE THAT MAY HAVE BEEN
LOST OR STOLEN, THEY CAN HELP US
FIND THAT INFORMATION OUT. THEY ARE
NOT SPYING ON YOU ALL THE TIME.
AND THE DEVICE IS USED. AGAIN, WE
JUST COVERED THAT.

LASER ETCHING. EARLIER I
MENTIONED THAT THE PHONES WILL BE
IN BLACK ONLY. WE KNOW WITH THE
LASER ETCHING THAT IT SHOWS UP GLOW
ON BLACK. WE'RE PASSING AROUND HOW
WE WANT THE ETCHING TO DO. WE
DON'T WANT IT NECESSARILY TO BE
PROPERTY OF THE STATE OF MISSOURI.
BUT SOMETHING THAT LET'S
INDIVIDUALS KNOW THAT HEY, THIS
CANNOT BE SOLD AND THAT IT WAS

PROVIDED BY MISSOURI ASSISTIVE TECHNOLOGY. AND THEN AS MARTY MENTIONED EARLIER, TELTEX CAN PROVIDE A LOT OF TECHNICAL SUPPORT TO OUR CONSUMERS THAT APPLE CAN'T

NECESSARILY ASSIST VERY WELL. I'M NOT TRYING TO DOWNPLAY WHAT APPLE CAN AND CANNOT DO. THEY KNOW TELTEX IS BETTER AT WHAT THEY WANT TO DO. THE ONLY PLACES THAT CAN PURCHASE DEVICES, THE I-DEVICES BUT TELTEX, ARE GOVERNMENT ENTITIES, SO NOT JUST ANYBODY CAN GO OUT THERE AND PURCHASE.

SO THE NEXT THING TO THINK ABOUT IS HOW ARE THE DEVICES GOING TO ACCESS RELAY? I MEAN THAT'S IMPORTANT AS WE'RE SITTING HERE DISCUSSING WHAT I-DEVICES CAN DO. THE TRADITIONAL IP AND IP/VCO RELAYS CAN STILL GET SPRINT RELAY, WIRELESS CAPTEL AND CLEAR CAPTIONS. I HAVE NOT INCLUDED AN ALL INCLUSIVE LIST. THERE IS VIDEO RELAYS, P 3, Z 5, SORRENSON, CONVO AND CAADVRS. SO NOW CONSUMERS CAN DO TRADITIONAL TYPING OR VCO TYPE OF SERVICES OR THEY CAN USE VIDEO RELAY AND STILL CONNECT THEIR CALLS. THAT'S ON AN I-PAD OR

I-PHONE.

ONE OF THE THINGS WE ALSO WANT INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING TO BE AWARE OF IS HOW TO ACCESS WEATHER APPS. IF A TORNADO IS COMING, A LOT OF OUR DEAF AND HARD-OF-HEARING CONSUMERS STRUGGLE WITH GETTING NOTIFICATIONS. NIXLE AND ENGAME BY E-VIEW ARE TWO COMPANIES. ENGAME ACTUALLY PROVIDES THE ALERT IN SIGN SO WE'VE NOW OPENED UP NEW WAYS FOR INDIVIDUALS WHO ARE DEAF AND HARD OF HEARING TO GET SAME REPORTS THAT THE HEARING COMMUNITY IS ABLE TO OBTAIN THAT HASN'T BEEN PREVIOUSLY ACCESSED.

ONE OF THE IMPORTANT THINGS THAT WE NEED YOUR ALL'S HELP WITH IS GETTING CONSUMERS TO APPLY FOR THE PILOT. SO WE WOULD LIKE FOR YOU TO HELP, TO REFER CANDIDATES WHO ARE GOING TO BE ABLE TO AGAIN, COME TO THOSE FOCUS GROUPS, COME TO THOSE ENTRANCE INTERVIEWS WHO ARE

GOING TO RESPOND TO THE SURVEYS IN A TIME FRAME, WHO ARE GOING TO

PROVIDE GOOD FEEDBACK FOR THE PILOT. SO INDIVIDUALS WHO MAY BE RETIRED, WHO ARE PROFESSIONALS, WHO ARE HOMEMAKERS WHO CAN TAKE THE TIME AND COME TO THESE MEETINGS AND GIVE GOOD FEEDBACK, THOSE ARE THE INDIVIDUALS WE WANT. IT IS OKAY TO SAY THIS APP DOESN'T WORK FOR ME BECAUSE OR THIS IS THE TROUBLE I'M HAVING, THAT'S FINE. THAT JUST TELLS US WHERE WE NEED TO GO, WHAT WE NEED TO GO, HOW WE'RE GOING TO MAKE THIS PROGRAM WORK, SHOULD WE TAKE IT ON IN THE FUTURE.

MS. BAKER: QUESTION. THEY HAVE TO BE LOW INCOME, YOU SAY TELECOMMUNICATION ACCESS ISSUES, SO WOULD THAT INCLUDE PEOPLE WHO ARE HARD OF HEARING?

MS. BRADY: WHAT WOULD YOU USE AN I-PHONE FOR OR AN I-PAD?

MS. BAKER: WELL, A LOT OF THEM LIKE CAPTEL SO THE VOICE.

MS. BAKER: THAT'S RELAY ACCESS, CORRECT?

MS. BRADY: YEAH. THERE'S YOUR TELECOMMUNICATION. LOW INCOME, I WANT TO BE CAREFUL. WE DO NOT SAY INCOME. WE SAID INCOME BELOW 60,000 IN MISSOURI FOR FAMILIES OF

ONE OR TWO.

MR. EXLINE: THE SAME CURRENT INCOME ELIGIBILITY FOR THE TAP PROGRAM.

MS. BAKER: I'M JUST THINKING KANSAS CITY AND ST. LOUIS HAVE A HEARING LOSS ASSOCIATION CHAPTER THAT WE COULD GET THIS INFORMATION TO.

MR. EXLINE: YES.

MS. BRADY: YES. I ACTUALLY HAVE A CONTACT AT THE KANSAS CITY ONE.

MS. BAKER: I CAN GIVE ONE FOR ST. LOUIS.

MS. BRADY: GREAT. MICHAEL.

MR. BOYD: SO IN TALKING ABOUT THE PILOT PROGRAM FOR THOSE WHO

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HAVE THE APPS ALREADY, OR THEY CAN BE WITHOUT, IT DOESN'T MATTER?

MS. BRADY: THE INDIVIDUAL IS GOING TO HAVE TO GET THE DEVICE BECAUSE WE ARE ACTUALLY MONITORING THE DEVICE AND BEING ABLE TO GET ALL OF THE EQUIPMENT OUT TO THE INDIVIDUALS. SO WHEN THEY ARE APPLYING FOR THE PROGRAM AND ENROLLING IN THE PROGRAM, AND I DID NOT TALK ABOUT ENROLLMENT.

ENROLLMENT IS DONE THROUGH TELTEX BECAUSE WHEN WE ENROLL THE DEVICES, THAT'S HOW WE'RE GOING TO GET THE APPS PUSHED OUT, THE SPECIALIZED E-MAIL FOR THAT PARTICULAR DEVICE. IT IS GETTING COMPLICATED. BUT THE ENROLLMENT ALSO HELPS PUT ON A WARRANTY SO WE'RE PROVIDING THE DEVICE, AND SOMETIMES IF IT'S A FREE APP, IT IS NOT AS BIG OF A DEAL. IT IS SOME OF THE MORE EXPENSIVE APPS LIKE PROLOQUO, WHICH IS A $220 APP.

MR. EXLINE: MIKE, WERE YOU

ASKING IF SOMEBODY ALREADY HAD A DEVICE WITH APPS IF THEY WOULD BE ELIGIBLE?

MR. BOYD: YES.

MR. EXLINE: WE'RE TRYING TO ESPECIALLY FOCUS ON PEOPLE THAT DON'T YET HAVE DEVICES. SO IF THERE'S SOMETHING THAT THEY CAN GAIN FROM THE PILOT AND THEY ALREADY HAVE A DEVICE, WE WOULD CONSIDER IT. WE REALLY WANT TO GET PEOPLE THAT DON'T HAVE ONE CURRENTLY.

MS. BAKER: IS THERE AN AGE REQUIREMENT?

MS. BRADY: WE'VE BEEN TOSSING

THAT AROUND. KEEPING IN MIND THAT INDIVIDUALS ARE GOING TO HAVE TO MISS EITHER WORK OR SCHOOL OR SOMETHING, IT IS REALLY IMPORTANT. WE WANT THE INDIVIDUALS TO BE ABLE TO COMMUNICATE WELL ON THEIR FEEDBACK. SO I'M NOT GOING TO SAY NO. THEY HAVE TO BE ABLE TO TELECOMMUNICATE. SO A TWO YEAR OLD

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WOULD NOT BE APPROPRIATE. IT DOESN'T MEAN IS 17 YEAR OLD IS NOT.

MS. BAKER: SO 16 ON UP?

MR. EXLINE: I MEAN WE PREFER ADULTS JUST IN TERMS OF BEING ABLE TO GATHER THE FEEDBACK AND GET GOOD PARTICIPATION IN FOCUS GROUPS AND THINGS LIKE THAT. FOR INSTANCE, THE NEW MEXICO PILOT HAD A FEW TEENAGERS AND WHAT WAS THEIR YOUNGEST?

MS. BRADY: YOUNGEST ONE WAS EIGHT.

MR. EXLINE: SO THEY DID HAVE ONE OR TWO. AS WE'RE LOOKING FOR PARTICIPANTS, WE PREFER TO HAVE ADULTS OR MAYBE OLDER TEENS.

MS. BAKER: I WAS THINKING THERE'S A COUPLE ALUMNIS FROM THE YOUTH LEADERSHIP FORUM. THEY HAVE

TO BE 16. I THINK THE AVERAGE AGE IS 18.

MS. BRADY: ONE OF THE THINGS WE'VE TALKED ABOUT DEAF AND HARD OF HEARING AGAIN KEEPING IN MIND THE

VISION COMMUNITY, BOTH BLIND AND LOW VISION AND THE SPEECH COMMUNITY. WE DO WANT THOSE INDIVIDUALS AS WELL.

MR. TELTHORST: TWO QUESTIONS. I DON'T KNOW IF YOU MENTIONED A DATE THAT YOU ARE GOING TO REALLY KICKOFF THE PILOT. AND THE EQUIPMENT THAT YOU WILL BE DISTRIBUTING, IS THAT BEING PAID FOR OUT OF OUR STATE FUNDS OR IS THAT OUT OF A SPECIAL GRANT?

MR. EXLINE: IT WOULD BE PART OF THE EQUIPMENT DISTRIBUTION FUNDS FOR THE PILOT. THE REGS ALLOW DEMONSTRATION OR PILOT PROJECTS. WE WOULD LOVE, WE REALLY WOULD LIKE TO GET STARTED AROUND DECEMBER 1ST IN TERMS OF HAVING ALL OF THE PARTICIPANTS SELECTED AND BEING ABLE TO START A SCHEDULE AS FAR AS SCHEDULING MEETINGS, THE INITIAL MEETINGS. SO THAT'S KIND OF OUR TARGET.

MS. BRADY: WE HAD ACTUALLY

DEVELOPED A NEW E-MAIL FOR THE PILOT. AND WE HAVE THAT LISTED IT IS TAP.PILOT@ATT.NET.

MR. EXLINE: IF SOMEBODY HAD QUESTIONS ABOUT THE PILOT OR PARTICIPATION THEY COULD USE THE E-MAIL ADDRESS AND THOSE WOULD GO DIRECTLY TO STACY.

MR. TELTHORST: OKAY.

MS. BAKER: I DON'T KNOW HOW WIDESPREAD YOU WANT THIS, BUT YOU KNOW WE HAVE A DISABILITY PORTAL. WE COULD SAY WHAT'S NEW? AND YOU COULD PROVIDE A LITTLE BRIEF DESCRIPTION. IF YOU MEET THESE CRITERIA CONTACT, IF YOU WANT TO GO THAT ROUTE.

MR. EXLINE: WE MIGHT TALK TO YOU ABOUT THAT AS FAR AS COMING UP WITH A MESSAGE SPECIFICALLY FOR THAT.

MS. BRADY: ONE OF THE THINGS INDIVIDUALS DO NEED TO BE AWARE OF, AGAIN AND I CANNOT EMPHASIZE THIS ENOUGH IS THEY WILL HAVE TO GO TO

MEETINGS.

MR. EXLINE: SO THE PILOT WE'RE

GOING TO TRY TO GET PEOPLE ALONG THE I-70 CORRIDOR ESPECIALLY, AND KIND OF WHERE WE'LL HAVE THE MEETINGS IS GOING TO BE PARTIALLY DETERMINED BY WHO APPLIES AND WHERE THEY ARE FROM.

MS. BAKER: I THINK THAT SHOULD BE PART OF YOUR CRITERIA, THE ATTENDANCE TO BE MANDATED OR SOMETHING.

MS. BRADY: AGAIN THEY MUST BE ABLE TO GET AT&T OR T-MOBILE SERVICE IN THEIR AREA SO WE KNOW THERE ARE UNFORTUNATELY PARTS OF THE STATE WHERE THOSE ARE NOT -- THOSE TWO SERVICE PROVIDERS ARE NOT OR IF THEY ARE, IT IS REALLY, REALLY POOR SERVICE. SO WHEN SPEAKING WITH INDIVIDUALS, WE DEFINITELY NEED TO MAKE SURE THAT THEY CAN GET AT&T OR T-MOBILE SERVICE FOR THE PHONE PORTION. ACCESS TO THE INTERNET, THAT'S MORE

OPEN.

MR. TELTHORST: DO YOU HAVE A TARGET IN MIND AS TO HOW MANY PARTICIPANTS YOU WOULD LIKE TO SEE IN YOUR PILOT?

MS. BRADY: WE'VE TALKED ABOUT WE WOULD LIKE TO HAVE ABOUT 50

ACROSS ALL THE DISABILITY GROUPS.
WHEN WE SAY 50 IS MANAGEABLE. WHEN
NEW MEXICO DID THEIRS, THEY DID 25.
WE'RE HAVING A WHOLE NEW COMPONENT
TOO.

MS. WIELAND: COULD YOU E-MAIL
THAT TO ME SO I CAN SEND IT OUT TO
PEOPLE?

MS. BRADY: ABSOLUTELY.

MS. WIELAND: THAT WOULD HELP.

MS. BAKER: I THINK IF YOU CAN
GIVE US ALL A SUMMARY AND HAND IT
OVER TO DANA, SHE CAN SEND IT OUT
TO EVERYBODY.

MS. WIELAND: I WOULD
APPRECIATE THAT. SO I CAN GET IT
TO OUR COMMUNITY.

MS. BRADY: ABSOLUTELY.

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MS. PARISH: STACY, HOW LONG IS
THE TEST PERIOD?

MS. BRADY: WE'RE HOPING TO
GIVE A PRELIMINARY REPORT AT
POWER-UP IN APRIL. POWER-UP IS
APRIL 14TH AND 15TH AT TAN-TAR-A.
IF YOU HAVE NEVER BEEN, WE
ENCOURAGE YOU TO GO. IT IS ALL
THINGS A. T., SO WE'RE HOPING TO
HAVE IT FROM DECEMBER TO MARCH, SO
IT GIVES ME TIME TO COMPILE SOME

DATA. IT WON'T BE FINALIZED DATA.

ANY OTHER FINAL QUESTIONS?

MS. BAKER: JUST CONTACT ME IF YOU WANT US TO GET IT IN THE PORTAL OR THE LISTSERV.

MS. BRADY: OKAY.

MS. GARRISON: I HAVE SOME NAMES FOR YOU TOO.

MR. VAN ESCHEN: SO NEW MEXICO IS THE OTHER STATE WHO IS DOING THIS?

MS. BRADY: NEW MEXICO IS WHO WE GATHERED A LOT OF INFORMATION ON THE I-PAD PROJECT. THE INTERESTING

THING ABOUT NEW MEXICO IS THEY ONLY LIMITED THEIRS TO EIGHT DEAF, EIGHT HARD OF HEARING, EIGHT SPEECH, ONE DEAF/BLIND. THE REASON THEY DID DEAF/BLIND IS BECAUSE IN THEIR STATE THE NEW MEXICO COMMUNICATION FOR THE DEAF AND HARD OF HEARING IS NOT THE ADMINISTRATOR OF THE DEAF/BLIND PROGRAM. SO THEY WENT AHEAD AND HAD ONE INDIVIDUAL THAT IS DEAF/BLIND DO THEIRS.

MR. EXLINE: THEY HAVE ACTUALLY COMPLETED THEIR PILOT.

MS. BRADY: THEY HAVE LAUNCHED THEIRS FULL AS OF AUGUST 15. I THINK THEY HAD 86 APPLICANTS. THAT

WAS NOT THE SPEECH COMMUNITY.

MR. VAN ESCHEN: I THINK IT WOULD BE PRETTY EXCITING FOR A LOT OF PEOPLE, ESPECIALLY THE PROSPECT OF I-PHONES, I-PADS. THAT IS PRETTY GOOD.

MS. BRADY: IT IS SOMETHING MOST PEOPLE ARE USING EVERYDAY. IT DOESN'T MAKE AN INDIVIDUAL

DIFFERENT FROM THEIR PEERS. OKAY.

MS. GARRISON: GOOD REPORT.

MS. BRADY: THANK YOU.

MS. SANGSTER: I NEED THE PLUG. ARE WE READY? CAN EVERYONE SEE ME? AGAIN. MY NAME IS MICHELLE SANGSTER, AND I'M THE ACCOUNT MANAGER FOR MISSOURI, SO I'M HAPPY TO SEE EVERYONE AGAIN, SEE SOME NEW FACES. I'M EXCITED TO BE BACK IN MISSOURI.

TODAY IS AN OVERVIEW TO THIS PRESENTATION WE'RE GOING TO DISCUSS RELAY MISSOURI TRAFFIC TRENDS, OUTREACH AND MARKETING FOR THE PAST SIX MONTHS, APRIL 2013 TO TODAY, AND WE'RE GOING TO SPEAK BRIEFLY ABOUT WHAT'S THE RECENT OUTAGE, EXPLAIN WHAT HAPPENED AND THEN THE NEW FCC, IF YOU MAY HAVE HEARD THE

EMERGENCY RESPONSE AND SO ON. SO TODAY MY PRESENTATION IS GOING TO BE A LITTLE BIT LONGER THAN IN THE PAST.

SO FIRST THE NEW CONTRACT HAS

GUNN AUGUST 1ST OF THIS YEAR. WE HAVE A NEW CONTRACT. IT LASTS UNTIL JULY 31, 2017, SO THAT'S RECENT. FIRST SLIDE. THIS GOES BACK TO 2003, TRS AND CAPTEL BILLABLE MINUTES. SO AS YOU SEE 2003 WE HAD A VERY HIGH, 4 MILLION, AND THEN SINCE THEN WE'VE SEEN NOW WE'RE LESS THAN 500,000. THAT'S VERY COMMON AROUND THE UNITED STATES BECAUSE MANY TRADITIONAL RELAY SERVICE USERS ARE TRANSITIONING TO INTERNET VRS. IT IS VERY COMMON ACROSS ALL OF THE STATES. THIS IS NOT ONLY MISSOURI, SO DON'T BE CONCERNED ABOUT THIS. ALSO THE RED IS THE CAPTEL USERS BILLABLE MINUTES. THAT WE'VE SEEN A GROWTH AND THEN WE SAW A LITTLE BIT OF A DROP, WE SUSPECT THAT THAT WAS A TRANSITIONAL CAPTEL AGAIN TO INTERNET WIRELESS USAGE. BUT IT PEAKED IN 2009, BUT IF YOU SEE RIGHT NOW, RIGHT NOW WE'RE SEEING TWO THINGS. ONE, THIS IS THE FIRST

YEAR THAT WE'VE PASSED THE TRS MINUTES AND ALSO THIS IS YEAR-TO-DATE AND THIS ISN'T EVEN FINISHED YET SO THIS NUMBER THAT WE'RE SEEING RIGHT NOW IS ONLY UNTIL SEPTEMBER. SO THAT NUMBER WILL BE HIGHER BY THE END OF THE YEAR, WHICH IS GOOD. CAPTEL IS GROWING, SO THAT'S GOOD.

MR. BOYD: I HAVE A QUESTION. CAPTEL, WHY WAS THERE A DROP?

MS. SANGSTER: THAT WAS A TRANSITION DURING CAPTEL, YOU KNOW, THE TRANSITION FROM LAND LINE TO INTERNET. THE FCC, IT WASN'T REALLY LIKE THERE WAS A MOMENT WHERE THERE WAS NO OUT-OF-STATE FUNDING, AND THERE WAS A TRANSFER TO THE ON-LINE CAPTEL.

SO THIS IS JUST A SNAPSHOT OF WHAT WE'VE BEEN DOING FOR THE LAST SIX MONTHS SINCE APRIL 2013, WE'VE HAD AROUND 113,000 TRS CALLS. CAPTEL CALLS HAVE BEEN OVER 78,000 AND THEN THE EVENTS FOR OUTREACH

HAS BEEN A BUSY 60 MONTHS. WE'VE HAD 40 OF THOSE. AND IN THOSE 40

EVENTS WE HAVE IMPACTED 7,375 PEOPLE. THAT'S AN ESTIMATE, BUT I THINK THAT'S A PRETTY GOOD EXPOSURE FOR MISSOURI SERVICE PROVIDERS.

MR. BOYD: AND MIKE IS SAYING THIS PAPER HERE, THIS SPREADSHEET?

MS. SANGSTER: THIS IS REFERRING -- YOU CAN REFER TO YOUR OUTREACH PAPER WHERE IT SAYS WHAT WE'VE BEEN DOING SINCE APRIL, WHERE WE'VE BEEN, WHAT TOWN, HOW MANY PEOPLE WE ESTIMATE WERE THERE, AND I WILL EXPLAIN THAT PAPER MORE LATER.

SO THIS SLIDE IS A LITTLE BIT DIFFERENT. THIS ONE SHOWS THE YEAR, INSTEAD OF THE YEAR, THIS IS THE MONTHLY CALL VOLUME, SO THIS IS 2008. WE COULDN'T GO BACK ALL THE WAY TO 2003. SO THIS IS AGAIN, YOU ARE SEEING A DECLINE. IT LOOKS ALMOST THE SAME. IT IS ALMOST THE SAME SORT OF DECLINE. SO THE GOOD

NEWS IS THAT THE END OF THE YEAR THE DECLINE WAS SMALLER. YOU CAN SEE THE COMPARISON BETWEEN 2008 TO 2009 AND AS OF THIS YEAR WE HAVE A MUCH SMALLER DECLINE. SO THAT'S GOOD. BUT I'VE ALSO NOTICED THAT I'M SURPRISED THAT THERE WOULD BE

MORE CALLS MADE DURING
CHRISTMASTIME BUT THAT HAS BEEN
WRONG. YOU NOTICE AT THE END OF
THE YEAR THERE'S USUALLY A DECLINE.
THE MOST CALLS ARE MADE AROUND JULY
AND THEN IT DROPS FROM JULY. SO
YOU CAN SEE WHERE MOST OF THE CALLS
-- WHEN MOST OF THE CALLS ARE MADE
IS DURING THE SUMMER ACTUALLY AND
THEN IT DROPS OFF FROM THERE. AND
THIS IS TRS ONLY. THIS DOES NOT
INCLUDE CAPTEL. THIS IS JUST TRS.
THE CAPTEL CALL VOLUME, YOU
SEE A SMALLER DECLINE, BUT YOU CAN
ALSO SEE IN THE PAST THREE YEARS
THAT LINE HAS KIND OF OVERLAPPED
EACH OTHER, SO YOU SEE THAT THE
DECLINE HAS NOT BEEN AS MUCH. IF

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YOU WILL REMEMBER THE FIRST YEAR,
THE FIRST SLIDE WHERE YOU COULD SEE
THAT WE'RE SEEING SORT OF A RISE
AGAIN. SO THE MONTH OF THE YEAR IS
STARTING TO OVERLAP EACH OTHER
PRETTY SIGNIFICANTLY DOWN HERE. IN
2011, TWO THAT YOU 12 WERE EXACTLY
THE SAME MINUTES AND YOU CAN'T
REALLY SEE THE SEPARATE LINES. SO
MARKETING IS GOING WELL AND THE USE
OF CAPTEL HAS CONTINUED.

MR. BOYD: SO WITH CAPTEL SORT OF LEVELING OUT KIND OF BEING THE SAME AND NOT GOING NECESSARILY MORE OR LESS, WHEN WE'RE MARKETING CAPTEL HOW DO WE KNOW IF THAT'S BEEN A REALLY SUCCESSFUL RUN?

MS. SANGSTER: THE OUTREACH HAS BEEN PRETTY AMAZING. IN THE LAST SIX MONTHS YOU SEE WE'VE HAD 40 EVENTS. ONE PERSON HAS DONE 40 EVENTS IN THE LAST SIX MONTHS, SO THERE HAS BEEN A LOT OF MARKETING AS MUCH AS WE'RE ABLE TO.

MR. BOYD: SO WHEN YOU TALK

ABOUT WHEN YOU ARE SAYING OUTREACH, YOU ARE TALKING ABOUT MISSOURI ONLY OR WHO ARE WE OUTREACHING TO?

MS. SANGSTER: I'M TALKING ABOUT ROBERT LISTER.

SO AGAIN THE CALL VOLUME THIS PAST YEAR, 2013 UNTIL 2014 IT SHOWS THAT TRS, THIS SHOWS TRS IN COMPARISON TO CAPTEL FROM JULY OF THIS YEAR, BEGINNING OF THE CONTRACT. SO IT LOOKS LIKE TRS IS STILL GOING DOWN A LITTLE. CAPTEL IS KIND OF THE SAME. SO I EXPECT TO PASS -- I SUSPECT THAT, CAPTEL IS GOING TO PASS TRS THIS YEAR.

SO NOW THIS IS WHERE I TELL

YOU TO LOOK AT THE PAPER THAT I
HANDED OUT TO YOU. IT IS KIND OF
THE OUTREACH EVENTS. IT SHOWS
WHERE WE WENT, WHAT WE DID, THE
NAME OF THE EVENT. THIS IS ONE
PERSON IS CONTRACTED TO DO ALL OF
THIS ACROSS THE ENTIRE STATE,
KANSAS CITY, ST. LOUIS, SEDALIA,
SILVER DOLLAR CITY. HE IS THERE.

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BUT IF YOU REMEMBER LAST MEETING,
WE DISCUSSED THE LAST COLUMN.
REMEMBER THE BOOTH AND THE EXHIBIT
AND THE PRESENTATION. I TOOK OFF
THE ZERO BECAUSE YOU REMEMBER THE
ZERO WAS FOR OTHER SO I REDUCED
THAT SO THERE ARE JUST THREE
COLUMNS NOW. SO BOOTH FOR THE
EVENTS, PRESENTATION WHICH MEANS
LIKE I'M PRESENTING LIKE NOW. YOU
GO TO AN EVENT AND THEY HAVE YOU
GIVE A PRESENTATION TO AN AUDIENCE,
AND THEN THE GENERAL MEANS IT IS
LIKE IF I GO INTO AN AUDIOLOGIST'S
OFFICE, MEET WITH THEM ONE-ON-ONE
OR GO TO A SMALL WORKSHOP OR LIKE I
THINK THERE WAS GATEWAY SENIOR
CENTER, FOR EXAMPLE, IN ST. LOUIS.
I THINK THAT EVERY TWO MONTHS HE
GOES THERE AND IT'S JUST KIND OF

GENERAL INFORMATION SHARING WITH PEOPLE THERE. SO WE HAVE JUST THOSE THREE CATEGORIES TO MAKE IT EASIER TO UNDERSTAND.

MS. BAKER: I JUST WANT TO ADD.

I DON'T SEE IT HERE BUT RELAY MISSOURI WAS A SPONSOR FOR THE WALK 4 HEARING AND BOB WAS THERE TOO.

MS. SANGSTER: YES. THAT WAS IN OCTOBER. THIS IS SEPTEMBER. THIS STOPS IN SEPTEMBER. IT IS THE WALK 4 HEARING, WE WERE THERE, THAT'S RIGHT AND THAT WILL SHOW UP IN OUR NEXT MEETINGS REPORT.

MR. BOYD: WHEN YOU ARE TALKING ABOUT PRESENTATIONS, THEN THAT MEANS?

MS. SANGSTER: NO, IT IS NOT ME. IT IS BOB THAT IS PRESENTING, NOT ME. CORRECT.

MR. VAN ESCHEN: COULD I JUST SAY A FEW WORDS ABOUT OUTREACH? YOU MENTIONED EARLIER THE CONTRACT AND THE WAY THE NEW CONTRACT WORKS. IN REGARDS TO OUTREACH, THERE'S $100,000 ANNUAL BUDGET FOR OUTREACH THAT SPRINT HAS COMMITTED TO DO. WHEN THESE EVENTS COME UP, MICHELLE IS SAYING WE WOULD LIKE TO DO THIS SORT OF OUTREACH AND IT COSTS SO

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MUCH MONEY, DO WE APPROVE IT? GENERALLY, YOU KNOW, THERE'S NOT AN ISSUE. WE APPROVE IT AND THAT SORT OF THING. BUT THERE ARE COSTS ASSOCIATED WITH CONDUCTING THIS OUTREACH. IF THERE ARE THINGS THAT YOU WOULD LIKE TO SEE THEM DO MORE OF OR LESS OF, YOU KNOW. I THINK WE WOULD ALL BENEFIT BY THAT SORT OF FEEDBACK.

MS. SANGSTER: THANK YOU FOR THAT. I WOULD AGREE WITH THAT. SO IF YOU HAVE ANY FEEDBACK OR SUGGESTIONS, LET ME KNOW. WE WOULD BE HAPPY TO DISCUSS, INCLUDING THOSE IN THE REST OF OUR PLAN.

MR. VAN ESCHEN: IT DOESN'T HAVE IT TODAY. IF YOU WANT TO THINK ABOUT IT AND LET DANA OR MYSELF KNOW OR MICHELLE, THAT WOULD BE JUST FINE.

MS. PARISH: I THINK MICHELLE AND BOB HAVE DONE A VERY GOOD JOB, JUST TO ADD AS WELL IS TRYING TO SPREAD OUT AND DO DIFFERENT THINGS,

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NOT JUST MAINSTREAM, JUST TRY NEW THINGS BUT WE'RE DEFINITELY OPEN TO

OTHER IDEAS.

MS. BAKER: ARE YOU REACHING OUT TO SCHOOLS?

MS. SANGSTER: YES. SCHOOLS ARE ACTUALLY REACHING OUT TO US. IN THE PAST ACCOUNT MANAGER WORKED ON DOING PRESENTATIONS TO CHILDREN IN SCHOOL AND THEY LOVED TO HAVE US THERE. SO THEY ARE STILL IN CONTACT WITH US TO GO TO THOSE SCHOOLS TO PRESENT, HAVE A BOOTH, WHATEVER, YES. SO YOU KNOW THAT THE SCHOOLS DO WANT US TO GO. IF YOU KNOW OF ANY SCHOOLS THAT WOULD LIKE US TO GO AND WE HAVEN'T SHOWN UP YET, LET US KNOW.

MS. BAKER: IN THE HIGH SCHOOL LEVEL THERE'S A LOT OF TRANSITION FAIRS. GCD TENDS TO GO TO A LOT OF THE TRANSITION FAIRS BECAUSE WE HAVE A YOUTH LEADERSHIP PROGRAM. SO THAT MAY BE A PLACE WHERE YOU WANT TO LOOK INTO WHO IS HAVING

TRANSITION FAIRS. IN THE STATE OF MISSOURI THERE'S ALSO COMMUNITY TRANSITION TEAMS. MICHELLE, WHY DON'T YOU E-MAIL ME, AND THEN I WILL FORWARD IT TO THE PERSON WHO IS IN CHARGE OF ALL OF THE TRANSITION TEAMS AND YOU CAN HAVE

THAT CONTACT.

MS. SANGSTER: PERFECT. J. C., WHAT DID YOU SAY JCB?

MS. BAKER: I WAS TALKING ABOUT THE YOUTH LEADERSHIP PROGRAM AT GCD, GOVERNOR'S COUNCIL ON DISABILITY. THAT'S WHAT WE CALL IT, GCD. I'M SORRY.

MS. SANGSTER: OKAY. THANK YOU. THAT'S CLEARER NOW. THANK YOU. I WILL E-MAIL YOU.

SO NOW WE HAVE A BRIEF MARKETING UPDATE. I'VE GOTTEN FEEDBACK FROM CUSTOMERS THAT THEY THINK THAT THE NEW WEBSITE LOOKS CHILDISH, SO WE'VE BEEN GETTING SOME FEEDBACK THAT PEOPLE WOULD LIKE SOME GROWTH FOR THAT WEBSITE.

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I THINK THAT WE WANT A NEW LOOK WITH THE SAME SORTS OF INFORMATION AND SO RIGHT NOW WE'RE GETTING IT IS W WWW.DONTHANGUPONRELAY.COM. IT IS VERY, VERY LONG. WE WOULD PREFER RELAYMISSOURI.COM. SO HERE IS AN IMAGE. THIS IS WHAT IT LOOKS LIKE RIGHT NOW. IT IS VERY LOUD, VERY BUSY. IT IS NOT REALLY -- SOMETIMES IT IS NOT REALLY CONSIDERED USER FRIENDLY. SO I

PERSONALLY LIKE IT, BUT OTHER
PEOPLE DON'T. SO THAT'S FINE. SO
THIS IS WHAT IT LOOKS LIKE NOW.
AND SO WE'RE LOOKING AT UPDATING IT
TO SOMETHING SIMILAR TO ALASKA'S
RELAY. THIS IS VERY CLEAN, VERY
PROFESSIONAL, VERY EASY TO SEE.
THIS MAY BE MORE USER FRIENDLY FOR
LOW VISION PEOPLE ESPECIALLY,
DEAF/BLIND. I MEAN THERE ARE TOO
MANY COLORS IN THE OTHER FOR THE
DEAF/BLIND, AND THEY WOULD HAVE
DIFFICULTY READING IT. SO THIS IS
CLEANER SO WE'RE WANTING SOME

FEEDBACK ABOUT WHAT YOU THINK. DO
YOU WANT US TO APPROVE US TO KIND
OF UPDATE THE WEBSITE, TO CHANGE
THE ADDRESS AND ALL OF THAT. SO
LET ME KNOW. IF YOU LOVE THE OLD
WIN SITE, YOU WANT TO KEEP IT, LET
ME KNOW THAT. I WOULD LIKE TO
INCLUDE THE BOARD IN THE DISCUSSION
OF WHAT YOU WOULD LIKE TO SEE. SO
IF YOU WANT TO UPDATE THE WEBSITE,
THEN WE NEED TO TRANSITION AND WE
NEED OUR MARKETING INFORMATION AND
EVERYTHING WE'LL NEED TO MATCH
THAT. THAT'S WHERE I AM RIGHT NOW
ON THAT FRONT.

MS. BRADY: DOES THAT INCLUDE

UPDATING SOME VIDEOS BECAUSE SOME OF THOSE ARE REALLY DATED?

MS. SANGSTER: WE HAVE SOME VIDEOS THAT HAVE ALREADY BEEN MADE AND SO INSTEAD OF ME DOING THE NEW VIDEOS MYSELF, WE'VE BEEN DISCUSSING WITH JOHN ABOUT FILMING, MAYBE FILMING NEW ONES. YES, WE WILL HAVE NEW ONES. WE WILL BE

REPLACING THE OLD ONES. IT IS LIKE CAPTEL 200, WE'RE REPLACING THAT. EVERYTHING HAS BEEN UPDATED. SO THIS IS GOING TO INCLUDED IN THE NEW LOOK OF IT, THE LOGO WILL NOT CHANGE. THE LOGO WILL STAY THE SAME. WE'RE NOT CHANGING THE LOGO, JUST THE LOOK OF THE WEBSITE ITSELF IS WHAT WE'RE THINKING OF. SO WHAT ARE YOU THINKING?

MR. TELTHORST: MICHELLE, DID YOU SAY THE WEBSITE ADDRESS IS GOING TO CHANGE TO RELAYMISSOURI.COM?

MS. SANGSTER: YES. RIGHT NOW IF YOU TYPE IT WWW.RELAYMISSOURI.COM BUT ON THE HANDOUTS IT SAYS WWW.DONTHANGUPONRELAY.COM SO TO ME IT IS MY PERSONAL OPINION THAT

DOESN'T SHOW MISSOURI. WHO IS THIS? IT DOESN'T REALLY SHOW MISSOURI SO I WOULD LIKE TO CHANGE IT TO JUST THE ONE WEBSITE ADDRESS TO SHOW RELAY MISSOURI.

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MR. TELTHORST: I WOULD SUGGEST THAT THIS DON'T HANG UP ON RELAY IS VERY CUMBERSOME LOOKING AND IT IS HARD TO EVEN READ IT WHEN YOU LOOK AT IT. SO I THINK THE SIMPLER THE BETTER WOULD BE THE ROUTE TO GO.

MS. SANGSTER: WE DO HAVE DON'T HANG UP ON RELAY PROGRAM THAT IS OUTREACH TO HEARING BUSINESSES. CONTRACTORS GO TO BUSINESSES AND EDUCATE THEM ABOUT NOT HANGING UP ON RELAY CALLS SO THAT'S A PROGRAM THAT WE HAVE ON THE WEBSITE. BUT I JUST DON'T THINK THAT THAT SHOULD BE THE NAME OF THE WEBSITE. SO IF YOU DON'T WANT TO CHANGE IT, LET ME KNOW. SO FAR IT LOOKS PRETTY POSITIVE. SO IF YOU SUPPORT THIS, THEN WE'RE GOING TO KEEP MOVING FORWARD.

MS. BAKER: I PERSONALLY LIKE MISSOURIRELAY.COM, JUST SIMPLE. AS FAR AS REACHING OUT TO BUSINESSES, THAT'S PART OF YOUR PR THAT YOU NEED TO TALK ABOUT THAT PROGRAM.

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MS. SANGSTER: BUT THE SAME PROGRAM IS ALSO WHAT WE HAVE FOR THE DEAF/BLIND. IF YOU ARE HUNG UP ON, THEN YOU CONTACT US AND LET US KNOW. THERE'S AN ON-LINE FORUM THAT SAYS I'VE BEEN HUNG UP ON AND THEN WE FOLLOW-UP WITH BUSINESSES TO EDUCATE THEM NOT TO HANG UP ON PEOPLE. SO THIS IS A NICE PROGRAM TO HAVE.

MS. BRADY: ONE OF THE NICE THINGS THAT WOULD BE NICE TO HAVE ON THE WEBSITE IS YOU HAVE GOT A WAY OF CONNECTING PEOPLE WITH SPEECH OR WITH DEAF OR HARD OF HEARING. IT WOULD BE NICE TO HAVE A DEAF/BLIND BOX TO MARK SO THAT THE RELAY PERSON KNOWS THAT THE CALL MAY TAKE LONGER FOR THE INDIVIDUAL TO COMMUNICATE WHAT THEY ARE WANTING TO SAY IF THEY ARE IN A HURRY. WE'VE HAD ONE OR TWO INSTANCES WHERE HAD I NOT WENT IN THERE AND HELPED THE PERSON WRITE UP THEIR STUFF, THEY WERE GETTING

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READY TO GET HUNG UP ON BECAUSE NOBODY REALIZED THAT THE CONSUMER

WAS DEAF/BLIND.

MS. SANGSTER: OKAY. SO LET ME CLARIFY. YOU WANT TO INCLUDE PART ON THE WEBSITE TO CONNECT THAT PERSON TO THE BUSINESSES? I MEAN I'M NOT REALLY CLEAR.

MS. BRADY: NO. LIKE THERE'S A BOX YOU CAN WRITE IN ANY ADDITIONAL INFORMATION ONCE THEY WENT THROUGH AND I'M A TTY USER, VCO USER. THE SUBMISSION PAGE.

MS. SANGSTER: OH, I GOT IT.

MS. BRADY: SO RELAY SO I DON'T HAVE TO TYPE IT IN, I'M DEAF/BLIND, IT MAY TAKE LONGER AND THE RELAY DOES OH, DON'T HANG UP ON THE PERSON, THEY ARE NOT DONE.

MS. SANGSTER: OKAY. YES. THANK YOU. ONE SECOND.

MS. BAKER: KIND OF ALONG THE SAME THING. WHEN SOMEONE HAS A SPEECH DIFFICULTY. TO ALSO ADD SOMETHING ABOUT THE SPEECH

DIFFICULTY, THAT TAKES A LITTLE LONGER.

MS. GARRISON: CAN I INTERRUPT JUST A SECOND? LUNCH IS READY, BUT WE DON'T HAVE A WARMER FOR THE SOUP. SO WE'RE GOING TO SUSPEND THE DISCUSSION, GET OUR FOOD, COME

BACK, EAT AND CONTINUE THE
DISCUSSION WHILE WE'RE EATING.
OKAY?

MS. SANGSTER: GREAT. SOUNDS
GOOD.

(THE NOON RECESS WAS TAKEN.)

MS. SANGSTER: OKAY. AND WE'RE
BACK. SO TO WRAP UP THE WEBSITE
DISCUSSION IF YOU HAVE ANY MORE
FEEDBACK, PLEASE E-MAIL ME AND LET
ME KNOW, SEND ME A MESSAGE,
WHATEVER.

MR. VAN ESCHEN: WEB ADDRESS
NOW IF WE CHANGE IT, IF PEOPLE PLUG
IN WWW.DONTHANGUPONRELAY.COM, THEY
WILL STILL GET TO THE NEW WEBSITE,
RIGHT?

MS. SANGSTER: I THINK SO, YES.

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I THINK SO, YES. I'M FAMILIAR WITH
THE SYSTEM BUT MY UNDERSTANDING IS
THAT IF WE TYPE THE OLD ADDRESS, IT
WILL AUTOMATICALLY CONVERT IT TO
THE NEW ONE, YES.

MR. VAN ESCHEN: THAT, I THINK,
WOULD BE AN IMPORTANT
CONSIDERATION.

MS. SANGSTER: YES.
DEFINITELY. DEFINITELY, YES. ANY
QUESTIONS? ALL RIGHT.

SO THIS SLIDE, DO YOU REMEMBER FROM MY PRESENTATION SAID THAT THERE WAS AN OUTSTANDING RECENTLY, AND I WANTED TO EXPLAIN WHAT HAPPENED. THIS PICTURE RIGHT HERE SHOWS ON THE TOP WE HAVE THE RELAY CALLS. SOMEONE MAKES A CALL AND THEN THE SPRINT NETWORK, THIS IS THE SPRINT NETWORK HERE. SO THE CALL GETS THERE AND IT'S AUTOMATICALLY SWITCHED. THERE'S A SWITCH THAT SENDS THE CALL, LEADS THE CALL WHERE IT NEEDS TO GO. SO IF IT SAYS THAT I'M FEMALE, THAT'S

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MY PROFILE SO THE SWITCH WILL PUT ME TO A FEMALE SPEAKER. SO IT IS WITHIN MY PROFILE WHAT MY PREFERENCES ARE. SO FROM THE SWITCH WE HAVE THREE, KANSAS CITY, TEXAS AND MARYLAND. AND THEN THAT SWITCHES AGAIN THERE WHICH LEADS TO ONE OF THESE CENTERS, THESE CALL CENTERS AND THE PROBLEM ON OCTOBER 1ST WAS THAT THE SWITCH WASN'T ARRIVING TO THE CALL CENTER. SOMETHING HAPPENED RIGHT HERE. THERE WAS SOME KIND OF A PROBLEM WHERE THE OPERATORS WERE NOT RECEIVING CALLS THAT COULD HAVE RECEIVED CALLS. SO WHAT HAPPENED

WAS WHEN WE FOUND OUT WE HAD A
BACKUP DATABASE, WE WERE ON THE
FIRST DATABASE TO SWITCH TO THAT
DATABASE AND SO IT STARTED RUNNING
NORMALLY. THERE WERE NO PROBLEMS.
SO WE THOUGHT WE FIXED IT AND WE
TUT IT BACK TO THE FIRST ONE. THEN
NO, THE PROBLEM POPPED UP AGAIN.
SO THERE IS SOME SORT OF BUG IN THE

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SYSTEM. WE HAD TO SWITCH BACK TO
THE SECOND DATABASE AND THEN THE
PROCESSING CALLS WERE NO PROBLEM.
WE FIXED THE FIRST DATABASE AND
SWITCHED BACK TO THE PHIS DATABASE
AND THE PROBLEM WAS SOLVED. I JUST
WANTED TO EXPLAIN WHAT HAPPENED TO
YOU DURING THAT OUTAGE. IT
AFFECTED ALL DIFFERENT PARTS OF THE
U.S., BUT IT DID NOT AFFECT THE
SERVICE LEVEL, THE CONTRACT SAYS
MUST MEET OR EXCEED. MISSOURI MET
THE SERVICE LEVEL. WE DID NOT FALL
SHORT. SO WITH THAT OUTAGE, MY
SUPERVISOR E-MAILED AND CONTACTED
AND LET PEOPLE KNOW WHAT WAS
HAPPENING, WHAT THE RESOLUTION THAT
WAS MADE AND ALSO THERE WERE NO
COMPLAINTS DURING THAT TIME, SO NO
COMPLAINTS WERE MADE FROM MISSOURI

RESIDENTS ABOUT THE OUTAGE. I MEAN IS THAT CLEAR? ARE THERE ANY QUESTIONS ABOUT IT?

SO I JUST WANTED TO LET YOU KNOW WHAT HAD HAPPENED ON OCTOBER

1ST.

MR. BOYD: SO BECAUSE IT WAS IN THE SYSTEM?

MS. SANGSTER: THERE WAS A BUG IN THE SYSTEM LIKE YOU HAVE A COMPUTER VIRUS, IT IS THE SAME SORT OF THING, THERE WAS A BIG, WE FIXED IT, IT WAS RESOLVED AND FINE AFTER THAT.

SO THIS IS KIND OF AN IN-DEPTH DISCUSSION. I DON'T KNOW HOW MANY OF YOU HAVE EVER HEARD ABOUT THE FCC EMERGENCY ORDER THAT STARTED AT THE BEGINNING OF THE YEAR. THE ORDER IS OVER 100 PAGES LONG, SO I WILL TRY MY BEST TO SUMMARIZE IT FOR YOU WHAT'S GOING ON. THIS WAS SET UP -- IT IS NOT SET IN STONE YET. IT IS STILL UNDER DISCUSSION, IT HAS NOT BEEN DEFINITE YET, BUT BASICALLY THE FCC EMERGENCY ORDER SAYS THAT IT ONLY APPLIES TO IP, INTERNET BASED CAPTEL. SO BASICALLY RIGHT NOW THERE'S NO REFERENCE, NO AWARD SO THAT MEANS

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THAT YOU CAN SAY -- I'M SORRY. CAN
YOU BACK UP AGAIN. I'M NOT CLEAR.
SO BASICALLY IF BARBARA GARRISON
WORKED FOR ME, I COULDN'T TELL HER
THAT IF SHE SELLS OR REFERS A
CUSTOMER TO ME, THEN I WOULD PAY
HER. I CAN'T DO THAT. I CAN'T
MOTIVATE HER WITH MONEY. SO THAT'S
THE FIRST RULE. WE CAN'T DO THAT.
SPRINT COMPLIES, WE'VE NEVER DONE
THAT EVER. SO WE COMPLY TO THAT.
THAT IS NOT A PROBLEM.

THE SECOND RULE IN THIS IS
THAT THERE'S A RESTRICTION ON
HEALTH PROVIDER PARTNERSHIPS. SO
IT IS THE SAME SORT OF A CONCEPT
THAT I CAN'T RESTRICT WHAT I DO
WITH AN AUDIOLOGIST'S OFFICE. FOR
EXAMPLE, I CAN'T PUT CAPTEL PHONES
IN THE WAITING ROOM, FOR EXAMPLE.
BECAUSE HEARING PEOPLE COULD PICK
THEM UP AND CALL AND THEY DON'T
NEED TO USE THAT PHONE. BUT I
COULD HAVE AN AUDIOLOGIST SAY OKAY,
REFER IT TO ME AND I CAN HELP, BUT

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THEN IT GOES BACK TO THE FIRST RULE
I CAN'T PAY THE AUDIOLOGIST TO DO

THAT. YOU CAN REFER TO ME, THAT'S FINE BUT THERE CAN BE NO EXCHANGE. OKAY?

SO THE THIRD RULE IS NO FREE PHONES UNLESS THE STATE -- UNLESS IT IS THROUGH THE STATE'S EDP. SOME STATES HAVE INTERNET BASED CAPTEL IN THEIR PROGRAM, SOME STATES DO THAT AND SO THOSE PHONES CAN BE FREE, BUT THE OTHERS HAVE TO PAY AT LEAST $75. SO THEY DROPPED THE PRICE FROM $95 TO $75 TO MATCH THAT. THAT ALSO APPLIES TO APPLICANTS, WIRELESS CAPTEL AND WEB CAPTEL. THERE'S ONE PART WHERE WE SEND A COMMENT ON THIS ONE PART IT IS VERY STICKY, BUT IF YOU PAY THE $75 FOR THE PHONE YOURSELF, YOU CAN GET THE APP FOR FREE. IF YOU DON'T HAVE THE PHONE, YOU HAVE TO PAY $75 FOR THE APP. OR YOU USE WEB CAPTEL ON THE LAPTOP IT COSTS $75. SO IT DOESN'T MATTER WHAT, YOU HAVE TO

PAY $75. AND SO SPRINT HAS SENT FOR A WAIVER, KIND OF LIKE A WAIVER, WE CALL IT A WAIVER, WE HAVE SUBMITTED COMMENTS SAYING THAT WE THINK THAT THEY SHOULD WAIVE THAT RULE BECAUSE THERE'S NO APPS OUT THERE THAT COST $75 SO THIS IS

UNDER DISCUSSION. THAT'S NOT SET IN STONE YET BUT THE PHONE ITSELF, YOU HAVE TO PAY AT LEAST $75. THERE IS NO FREE PHONES. ANY PROVIDER, NOT ONLY SPRINT, ALL PROVIDERS.

AND THEN THE USE REQUIRES REGISTRATION AND SELF-CERTIFY. SO THEY WANT TO KNOW WHERE YOU LIVE, NORMAL INFORMATION LIKE THAT. SO I COULD TO SELF-CERTIFY MYSELF I HAVE TO SWEAR THAT I HAVE A HEARING LOSS. SO WE'RE CAREFUL WHEN WE TELL CUSTOMERS THAT IF THEY LIE, I MEAN THEY WILL BE IN TROUBLE BECAUSE THE FCC PAYS FOR THE MINUTES. SO YOU HAVE TO TESTIFY AND SAY YES, I PROMISE I'M NOT

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LYING, I HAVE HEARING LOSS. I HAVE A CERTIFIED HEARING LOSS. IT IS NOT THROUGH A THIRD PARTY HEALTH CARE PROVIDER ANY MORE. I CAN DO IT MYSELF NOW. SO THEN ALSO AS THE CAPTIONS HAVE TO BE SET THE DEFAULT HAS TO BE OFF. THIS HAS CAUSED SOME PROBLEMS BECAUSE IN THE PAST CAPTEL THE CAPTIONS JUST POPPED UP AUTOMATICALLY RIGHT THERE. THAT'S NOT GOING TO HAPPEN ANY MORE. SO

NOW WHEN YOU PICK UP THE PHONE THE DEFAULT IS THAT THE CAPTIONS ARE OFF WHICH MEANS WHEN YOU PICK IT UP YOU HAVE TO PUSH A BUTTON TO TURN IT ON YOURSELF MANUALLY. THE PROBLEM IS SOME SENIOR CITIZENS AND SOME PEOPLE WHO HAVE MENTAL PROBLEMS OR SHORT-TERM MEMORY LOSS, THEY WON'T REMEMBER TO TURN THAT ON. SO WE'VE ASKED FOR A HARDSHIP FORM. IF THAT PERSON CAN PROVE THAT THEY HAVE SOME SORT OF THING THEY CAN'T REMEMBER OR WHATEVER THE ISSUE IS, THEY CAN TURN THE DEFAULT

BACK TO ON. SO AGAIN, THAT'S UNDER DISCUSSION. THAT HASN'T BEEN SET IN STONE YET BUT HOPEFULLY.

AND WITH THAT, ALL 90011 CALLS ARE AUTOMATICALLY ON. CAPTIONS ARE AUTOMATICALLY ON. SO THAT'S GOOD FOR 911. IF YOU HAVE AN MATH OR MAKING AN EMERGENCY CALL THEN IT IS AUTOMATICALLY ON.

SO THAT IS THE SUMMARY OF THE RULES FOR NOW. WE'VE BEEN WORKING WITH THE FCC ON THIS SINCE MARCH, I BELIEVE. THIS HAS BEEN IN DISCUSSION. SO SPRINT IS COMPLYING. WE'RE ALREADY IN COMPLIANCE.

MR. BOYD: LET'S SEE, THE FOURTH RULE THERE ABOUT EACH USER MUST REGISTER AND SELF-CERTIFY. WHAT'S WRONG WITH JUST USING SOME SORT OF CERTIFICATE APPROVED FROM YOUR DOCTOR THAT YOU ARE DEAF OR HARD OF HEARING?

MS. SANGSTER: IT IS EASIER IF YOU SELF-CERTIFY. IT IS EASIER IF

YOU SAY YES, I HAVE A HEARING LOSS. IF YOU SELF-CERTIFY YOU SAY YES, I'M DEAF, THEN THAT IS SIMPLER THAN DRIVING TO THE DOCTOR, GETTING A PAPER, DRIVING BACK AND SENDING IT IN.

MR. BOYD: YOU CAN ALWAYS CALL YOUR PHYSICIAN AND ASK THEM TO SEND SOMETHING. THAT'S NOT VERY DIFFICULT.

MS. SANGSTER: THAT IS HARDER.

MS. BAKER: I'M LISTENING TO BOTH OF YOU. KNOWING THAT THERE'S ABUSES, I KNOW THIS IS KIND OF FAR-FETCHED, BUT ARE YOU CONCERNED ABOUT ABUSES? MARTY COULD SAY HE IS HARD OF HEARING AND HE IS NOT WEARING A HEARING AID OR HE IS NOT SIGNING, SO HOW ARE YOU GOING TO PREVENT ABUSE OF THE SYSTEM OF

SELF-CERTIFY?

MS. SANGSTER: SURE. FIRST OF ALL, THE REASON THIS CAME UP IS BECAUSE PEOPLE ARE ABUSING THE SYSTEM, SO THAT'S WHY THIS CAME UP.

THE REASON THAT THEY DECIDED TO SELF-CERTIFY, I REALLY DON'T KNOW. IT WAS THE FCC'S DECISION. BUT THERE WERE MANY COMPLAINTS THAT HAVE HAD, PEOPLE ABOUT HAVING TO GO THROUGH A THIRD PARTY, SOMEBODY SAY I'M DEFINITE. I'M A DEAF WOMAN, WHY COULDN'T I SAY I'M A DEAF WOMAN. THAT WAS THEIR DECISION. RIGHT NOW I'M JUST THE MESSENGER, IF YOU WILL. SO THIS WAS SET UP BECAUSE PEOPLE WERE ABUSING THE SYSTEM. SO YEAH, THAT'S WHY. IF THEY ARE LYING, THEN THEY WILL GET CAUGHT BECAUSE SINCE THEN, SINCE THE SYSTEM HAS BEEN IN PLACE, THE MINUTES HAVE DROPPED. THEY HAVE DROPPED, MANY PEOPLE GOT CAUGHT. SO I HAVE FAITH IN THE SYSTEM THAT THEY WILL WORK IT OUT.

MR. BOYD: I'M NOT SURE WHO CAN ANSWER IT FOR ME. IF YOU GET A CAPTEL CALL, DO YOU HAVE TO SELF-CERTIFY OR DO YOU HAVE TO GO THROUGH A DOCTOR THROUGH A LETTER,

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HOW DO YOU KNOW?

MS. SANGSTER: WELL, FIRST OF ALL, I DON'T BELIEVE THAT YOU GIVE OUT THE IP APP, RIGHT? THIS DOES NOT INVOLVE -- THIS IS ONLY THE INTERNET BASED CAPTEL. I DON'T THINK YOU DISTRIBUTE INTERNET-BASED CAPTEL, DO YOU?

MR. EXLINE: YES.

MS. SANGSTER: OH, YOU DO. SO YES. DO YOU KNOW ABOUT THE CERTIFICATION?

MR. EXLINE: YES.

MS. SANGSTER: SO IF THEY WERE LYING, I'M SURE THAT THEY WOULD BE CAUGHT, YOU KNOW. IF YOU WOULD SEE THEM FACE-TO-FACE, THEN YOU WOULD CATCH IT.

AGAIN, SPRINT IS FULLY COMPLIANT FOR ABOUT FIVE MONTHS WE WENT THROUGH THE WEBSITE AND CHECKED, I'M COMPLIANT. I'M MICHELLE, I'M COMPLIANT, BUT SPRINT IS SUPPORTING THIS, THE EMERGENCY ORDER ABOUT ABUSES IN THE SYSTEM SO

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I'M COMPLYING WITH THE ORDER. WE'RE COMPLYING WITH THE ORDER. SO

WITH THAT, THERE'S BEEN SOME
DISCUSSION ABOUT THE FCC
INVESTIGATIONS PUSHING INTERNET
BASED CAPTEL TO THE STATE, SO
THAT'S IN THE DISCUSSION RIGHT NOW.
WILL THEY OR NOT? I DON'T KNOW,
BUT THAT IS UNDER DISCUSSION. SO
WE'RE GOING FROM NATIONAL TIERED
SYSTEM TO LIKE A GENERAL. SO THE
ORDER WITH THE CAPTIONS IS THE
18TH, SO IT WAS JUST LAST WEEK SO
THE COMMENTS HAVE BEEN SUBMITTED
AND BASICALLY THOSE TWO EMERGENCY
ORDERS THIS YEAR, WE'VE BEEN VERY
BUSY WITH A LOT OF STUFF GOING ON
IN RELATION TO THOSE. SO WE'RE
WORKING REALLY HARD TRYING TO
FINISH THIS TO GET TO THE BOTTOM OF
IT TO MAKE IT AN EASY TRANSITION.
BUT IT IS STILL UNDER INVESTIGATION
AND DISCUSSION RIGHT NOW.

SO SPRINT HAS FILED COMMENTS.
SPRINT IS CURRENTLY OFFERING IP CTS

FOR ALL STATES AND TERRITORIES AND
PUERTO RICO, ALL OVER THE STATES
AND THE FEDERAL GOVERNMENT AS WELL.
SO IF YOU WANT TO KNOW WHERE SPRINT
STANDS WITH THIS, WE IT WOULD BE
BETTER OVERSIGHT OF THE IP CAPTEL
IF IT WAS PUSHED TO THE STATES

BECAUSE RIGHT NOW RESPONSES ARE
SENT TO JOHN AND DANA AND THEY SEND
THE REQUESTS REPORT EVERY MONTH,
THEY SEE THE MINUTES AND LOOK OVER
THEM. IF THERE'S SOMETHING THAT
LOOKS STRANGE, THEN THEY WILL CATCH
IT. SO IF IT'S PUSHED TO THE
STATES CAPTEL IP, I THINK THERE
WILL BE BETTER OVERSIGHT BECAUSE IT
WOULD HELP WITH THE ABUSE PROBLEM.
AND WITH THAT, WE'LL DEVELOP
ADDITIONAL REPORTING PROCEDURES FOR
THAT IF IT COMES BACK TO THE STATE.
SO WE'RE IN SUPPORT OF THE
DECISION. DOES ANYONE HAVE ANY
QUESTIONS ABOUT THAT? I'M SURE
THAT YOU PROBABLY DO. BUT I TOOK
100 PAGES AND SUMMARIZED IT ON TO

THREE SLIDES.

MR. VAN ESCHEN: THIS IS A VERY
SIGNIFICANT PROPOSAL THAT THE FCC
IS MAKING. WE DON'T REALLY KNOW --
IF THE FCC GOES THROUGH WITH IT,
THE RELAY MISSOURI FUND WOULD BE
EXPECTED TO HELP PAY FOR INTERNET
PROTOCOL CAPTEL SERVICE. RIGHT NOW
THAT'S SOLELY FUNDED THROUGH THE
INTRASTATE RELAY FUND. THERE'S A
GUY, A BOB CASEY FROM THE

COMMISSION, AND HE HAD GOTTEN SOME
INFORMATION AND THIS IS ONE OF THE
PROBLEMS THAT WE HAVE WITH IN
LOOKING AT THIS. WE'RE NOT QUITE
SURE HOW MUCH MONEY ARE WE TALKING
ABOUT HAVING TO PAY. HE ESTIMATED
-- HE DID SOME ESTIMATES FOR STATES
BASED ON VARIOUS USAGE INFORMATION
THAT WE GOT FROM THE INTERSTATE
FUNDED ADMINISTRATOR AND HE
CALCULATED FOR MISSOURI IT MIGHT
IMPACT THE RELAY PROGRAM ANYWHERE,
HERE IN MISSOURI ANYWHERE FROM 1.6
TO 3 MILLION DOLLARS MORE A YEAR,

WHICH I KNOW DANA IS GOING TO TALK
ABOUT THE STATUS OF THE FUND.
RIGHT NOW THERE'S A PRETTY HEALTHY
BALANCE IN THE RELAY.

MR. TELTHORST: THAT WOULD TAKE
CARE OF OUR SURPLUS.

MR. VAN ESCHEN: IT WOULD. BUT
WE'RE HAVING A HARD TIME GETTING A
HANDLE ON WHAT THE IMPACT WOULD
REALLY BE. WE REALLY DON'T KNOW
HOW MUCH HIGH PEAK CAPTEL USAGE
OCCURS IN MISSOURI. THAT WOULD
TRANSFERRED TO BE REIMBURSED
THROUGH THE RELAY MISSOURI FUND.
BUT MARTY, I KNOW THE FCC IS ALSO
TALKING ABOUT HAVING STATE

EQUIPMENT PROGRAMS HELP DISTRIBUTE IP CAPTEL PHONES AND TO HELP PICK UP MORE OF THE TAB THERE.

MR. EXLINE: WE FORWARD TO THE FLORIDA PUBLIC SERVICE COMMISSION AND CONNECT COUNTY PUBLIC SERVICE COMMISSION AND BASICALLY WE NEED TO GET SOME IDEA OF WHAT THE COSTS ARE GOING TO BE BEFORE WE CAN COMMENT

ON WHAT THE IMPACT IS GOING TO BE.

MS. PARISH: MARTY, DO YOU WANT TO PASS THAT AROUND, IF THAT'S OKAY? I HAVE GOT THE FORTIS COMMENTS.

MR. EXLINE: THE KENTUCKY PUBLIC SERVICE COMMISSION SUBMITTED THOSE COMMENTS. THEY ARE PRETTY SIMILAR. NO. 1, GIVE US SOME LEEWAY TIME BEFORE YOU MOVE AHEAD AND ANOTHER BIG THING WAS GIVE US SOME GENERAL IDEA OF WHAT YOUR CALCULATIONS ARE ABOUT WHAT COSTS WILL BE BEFORE WE CAN TELL YOU WHAT THE IMPACT IS GOING TO BE.

MR. VAN ESCHEN: FOR THE MISSOURI PUBLIC SERVICE COMMISSION, WE'RE CONSIDERING SUBMITTING TO THE MISSOURI COMMISSION SOME COMMENTS FOR THEIR CONSIDERATION TO SUBMIT

TO THE FCC. BASICALLY WHAT THE COMMENTS WOULD SAY IS THAT WE CONCUR WITH THE COMMENTS MADE BY THE FLORIDA PUBLIC SERVICE COMMISSION AND THOSE COMMENTS MADE

BY CAPTEL.

MR. EXLINE: I THINK BECAUSE OF THE SHUTDOWN, I THINK THAT THEY MAY HAVE EXTENDED THE COMMENT PERIOD I THOUGHT THROUGH NOVEMBER 4TH.

MS. SANGSTER: YES.

MS. PARISH: I THINK WE WERE CONSIDERING REPLY COMMENTS THAT KIND OF VERY SIMILAR TO FLORIDA.

MR. VAN ESCHEN: WE BASICALLY SAID WE READ THE FLORIDA COMMISSION'S COMMENTS. WE AGREE WITH MOST, IF NOT ALL OF WHAT THEY ARE SAYING ABOUT THIS, AND ALSO POINT OUT THE FACT THAT IN MISSOURI, YOU KNOW, RELAY MISSOURI IS UNDER SOME CONSTRAINTS ON HOW OFTEN WE CAN RELOOK AT THE RELAY MISSOURI ASSESSMENT AND THAT SORT OF THING. WE THINK THAT IF THE FCC IS GOING TO DO THIS, THEY OUGHT TO GIVE STATES AT LEAST A COUPLE OF YEARS TO GEAR UP FOR IT. THAT IS SORT OF WHAT WE'RE THINKING ABOUT BEING OFFERED A COMMISSION. I

DIDN'T KNOW IF PEOPLE HAD ANY THOUGHTS ABOUT THOSE SORT OF COMMENTS, WOULD THEY BE APPROPRIATE OR NOT, INAPPROPRIATE?

MR. TELTHORST: THOSE WOULD SEEM TO BE THE RIGHT QUESTIONS TO ASK. WHAT'S THE LIABILITY? WHAT'S THE POTENTIAL REVENUE AND EXPENSE?

MS. PARISH: IN ADDITION, WE HAVE THE LEGAL CHANGING WE HAVE TO DO WHICH WOULD REQUIRE TIME FOR US TO DO THAT. LEGISLATIVE CHANGES.

MR. VAN ESCHEN: BUT THIS IS A SIGNIFICANT MOVE BY THE FCC. IF THEY ARE GOING TO DO THIS, THEN THERE WILL BE OTHER SERVICES THAT ARE SOLELY FUNDED THROUGH THE INTERSTATE RELAY FUND AND PROBABLY WOULD BE -- THE FCC WILL WANT TO TRANSFER SOME OF THOSE COSTS ON TO THE STATES. IT MIGHT HAVE BIG IMPLICATIONS ON THE RELAY MISSOURI FUND.

MS. PARISH: RIGHT. THE STATES WOULD ALSO HAVE, IF THIS WOULD GO

THROUGH, WE WOULD CERTIFY THE COMPANIES AS WELL, REGISTER THEM.

MR. VAN ESCHEN: I'M NOT QUITE SURE HOW THAT WOULD WORK. AT LEAST AT THE INTERSTATE LEVEL CONSUMERS HAVE THEIR CHOICE OF USING A VARIETY OF IP, CAPTEL PROVIDERS SO THIS KIND OF MOVES US INTO ANOTHER ERA WHERE WE'RE DEALING WITH OTHER PROVIDERS BESIDES JUST RIGHT NOW WE JUST DEAL WITH SPRINT FOR RELAY AND CAPTEL. I'M NOT QUITE SURE HOW THAT IS EXPECTED TO WORK OUT.

MS. PARISH: SO WE'RE STILL LEARNING AS WELL JUST LIKE MICHELLE SAID. THE DOCUMENT IS EVOLVING AND WE'RE DOING THE SAME.

MS. SANGSTER: IT IS STILL VERY, VERY ROUGH SO WE ALL HAVE QUESTIONS, BUT THIS IS VERY ROUGH. SO YEAH. IT IS A BIG IMPACT. SO THAT WAS MY LAST SLIDE. ANY QUESTIONS?

MR. VAN ESCHEN: DOES SPRINT HAVE USAGE INFORMATION ABOUT IP

CAPTEL?

MS. SANGSTER: YES, BUT NOT STATE SPECIFIC. WE DON'T HAVE ANY STATE SPECIFIC. I WANTED TO HAVE THE STATE SPECIFIC, BUT WE DON'T HAVE IT. OURS IS GENERAL U.S., SO IT IS HARD BECAUSE IP IS NOT TIED

TO A PHYSICAL ADDRESS. MY CAPTEL LINE KNOWS MY ADDRESS, BUT IT IS INTERNET BASED. IT IS NOT TIED TO A PHYSICAL ADDRESS, SO WE DON'T KNOW WHERE THE CALLS ARE COMING FROM, SO IT IS NOT STATE SPECIFIC INFORMATION. SO I THINK RIGHT NOW WE'RE TRYING TO SEPARATE THE STATES TO SHOW, BUT I'M NOT SURE. I CAN FOLLOW-UP FOR YOU.

MR. VAN ESCHEN: I'M INTERESTED IN TRYING TO GET A BETTER HANDLE ON HOW THIS MIGHT IMPACT THE RELAY MISSOURI FUND.

MS. SANGSTER: I AGREE.

MR. VAN ESCHEN: THERE DOESN'T APPEAR TO BE ANY SOURCE OUT THERE THAT HAS THIS INFORMATION.

MS. SANGSTER: RIGHT.

MS. BAKER: I THOUGHT THE FCC HAD THE INFORMATION.

MR. VAN ESCHEN: I THINK THEY MIGHT, BUT I DON'T KNOW.

MS. SANGSTER: THEIRS IS NOT STATE SPECIFIC EITHER.

MS. BAKER: I DON'T FOLLOW. IF THEY SAID THEY WOULD BE GIVING OUT STATE BY STATE YOUR USAGE, HOW ARE THEY GETTING IT?

MR. VAN ESCHEN: THEY WANT TO TRANSFER THE COSTS ON TO THE STATES, BUT IF YOU READ WHAT THEY SAY, THEY ARE NOT PROVIDING STATES WITH ANY INDICATION AS TO HOW MUCH USAGE CAN THE STATE OF MISSOURI EXPECT, CAN ILLINOIS EXPECT, SO ON AND SO FORTH.

MS. PARISH: STATES HAVE NO WAY TO FIGURE OUT WHAT THE IMPACT WOULD POTENTIALLY BE.

MR. VAN ESCHEN: THIS GUY FROM FLORIDA TRIED BUT IT WAS HIS BEST ESTIMATE.

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MS. BAKER: SO CAN YOU COMMUNICATE WITH OTHER STATES TO SEE IF THEY HAVE -- KNOW WHAT THE USAGE IS?

MR. VAN ESCHEN: OTHER STATES REALLY DON'T. THIS BOB CASEY DOWN ON THE FLORIDA COMMISSION STAFF, WE INTERACT WITH HIM. HE IS A PRETTY KNOWLEDGEABLE GUY AND HE'S PROVIDED, YOU KNOW, HIS BEST ESTIMATE AS TO HOW EACH STATE MIGHT BE -- HERE IS WHAT YOU MIGHT EXPECT TO HAVE TO PICK UP IN TERMS OF A FEE, AN ANNUAL FEE FOR THE ANNUAL TRAFFIC. HE HAD TO MAKE SOME ASSUMPTIONS BUT HE GOT SOME

INFORMATION FROM THE INTERSTATE
RELAY PROVIDER AND WENT FROM THERE.

MS. BAKER: I'M SURPRISED.

MS. SANGSTER: ONE OF THE
PROBLEMS IS THAT WE'RE TRYING TO
FIGURE OUT RIGHT NOW IS HOW AND
WHERE THE TRAFFIC IS COMING FROM,
THAT'S ONE ISSUE. ENVISION THIS.
I HAVE MY CAPTEL APP ON MY PHONE.

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SO IF I'M STANDING IN MISSOURI
RIGHT NOW, SUPPOSE I WANT TO CALL
RIGHT NOW I'M IN THE STATE OF
MISSOURI, RIGHT? BUT SUPPOSE THAT
I DRIVE TO KANSAS THIS AFTERNOON
AND I MAKE A CALL. SO WHO PAYS,
MISSOURI? I MEAN IT IS NOT FAIR TO
MISSOURI, BUT THAT'S WHY THEY CAN'T
FIGURE OUT WHO IS PAYING -- WOULD
BE PAYING WHAT BECAUSE YOU HAVE A
PHONE, MAYBE YOU USE GPS TO FIGURE
OUT TO TRACK THE TRAFFIC. I MEAN
THAT'S WHY NO ONE HAS ANY ESTIMATE
ABOUT THE TRAFFIC RIGHT NOW.

MR. BOYD: IT ALSO PROBABLY
DEPENDS ON YOUR PHONE NUMBER.
COULD YOU NOT TRACK IT IF IT'S AN
AREA CODE SPECIFIC TO YOUR STATE
AND MISSOURI WOULD PAY?

MS. SANGSTER: NO. MY PHONE

CALL IS 303, COLORADO. I USED TO LIVE IN COLORADO A REALLY LONG TIME AND I NEVER CHANGED IT. IT IS A CELL PHONE, SO I KEPT IT. SO WOULD THAT BE FAIR TO MISSOURI OR

COLORADO? THEY HAVE TO FIGURE OUT THAT PROCESS.

MS. PARISH: THEY ARE ALSO DISCUSSING A PST IN NUMBER, THE FCC IS QUESTIONING THAT AS WELL, MAYBE THAT IS ONE WAY THEY CAN TRACK IT. THEY ARE ASKING FOR STATES FEEDBACK ON THAT AS WELL HOW THEY THINK IT MIGHT WORK OR NOT WORK.

MS. SANGSTER: SO THAT WAS MY LAST SLIDE. ANY QUESTIONS? ANYTHING ELSE? BEFORE I WRAP UP, TWO THINGS. I DON'T KNOW IF YOU REMEMBER THE LAST MEETING THAT I WAS GOING TO GET MARRIED IN JUNE. SO I'M LAZY BUT SOON MY LAST NAME IS GOING TO CHANGE AND I DON'T WANT YOU TO BE CONFUSED, IT IS GOING TO BE VICINO. IT WILL BE CHANGING SO I'M IN THE WHOLE PROCESS OF THE NAME CHANGE PROCESS. IT TAKES FOREVER. SO THE LAST NAME WILL CHANGE. ALSO I WON'T BE HERE FOR THE NEXT MEETING BECAUSE I'M PREGNANT. SO I WILL BE LEAVING. I

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WILL BE ON MATERNITY LEAVE, SO I WANT TO DISCUSS THE NEXT MEETING. SOMEONE WILL COVER FOR ME BECAUSE I WON'T BE HERE. SO SOMEONE WILL BE HERE BUT IT WON'T BE ME.

MR. BOYD: JOHN, THE PERSON THAT WE MET LAST TIME.

MS. SANGSTER: MARK. THAT'S MY SUPERVISOR. HE IS WAY UP. NO, HE WON'T BE THE ONE. SOME OF YOU LOVE THE CHIEFS, RIGHT? SO WE HAVE A FORMER CHIEF PLAYER, CHRIS SMITH, I THINK HE WAS A RUNNING BACK, RIGHT? BUT HE MIGHT COME. I DON'T KNOW.

MS. PARISH: WE'VE MET HIM. HE IS VERY NICE, AND HE WAS GOING TO TRY TO ATTEND THIS MEETING BUT HE HAD JURY DUTY THAT CAME UP.

MS. SANGSTER: JURY DUTY. SO THAT'S IT FOR ME.

MS. GARRISON: THANK YOU, MICHELLE. CONGRATULATIONS. DO YOU KNOW IF IT'S A BOY OR A GIRL?

MS. SANGSTER: I WILL FIND OUT IN FIVE WEEKS.

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MS. GARRISON: OKAY. WHO IS DOING THE FUND BALANCE?

MS. PARISH: AS WE KNOW, JULY 1ST WE RECEIVED A NEW FUND OR AN ASSESSMENT AMOUNT, SURCHARGE AMOUNT WENT FROM 11 CENTS TO EIGHT CENTS. WE'RE PASSING AROUND A LITTLE CHART TO SHOW YOU WHERE WE'VE BEEN AT FOR THE LAST SIX MONTHS. IT IS KIND OF STEADY. SO FAR WE'RE TRYING TO SEE THE CORRECT AMOUNT, SO FAR SO GOOD. DOES ANYONE HAVE ANY QUESTIONS?

MS. BRADY: I HAVE A QUESTION. MICHELLE, MAYBE YOU WILL BE ABLE TO ANSWER THIS. WHEN INDIVIDUALS ARE APPLYING OR TRYING TO GET THE RELAY, IS THERE AN EASIER WAY OF GETTING THEIR DOCUMENTATION TO RELAY?

MS. SANGSTER: I'M NOT FOLLOWING.

MS. BRADY: RIGHT NOW WHEN I HAVE SPOKEN WITH RELAY BACK IN MARCH WE WERE TRYING TO ASSIST A CONSUMER WITH SETTING UP THEIR,

SOME OF THEIR RELAY STUFF. THEY REQUIRED DOCUMENTATION OF AN INDIVIDUAL'S RESIDENCY. IS THERE AN EASIER WAY OF GETTING THAT TO RELAY?

MS. SANGSTER: YOU MEAN FOR IP RELAY?

MS. BRADY: THIS PERSON WAS USING IP.

MS. SANGSTER: I THINK THAT WAS ANOTHER ORDER. WHERE IT STANDS RIGHT NOW, WHERE THEY ASKED THEIR ID, DRIVER'S LICENSE, THE SAME. BECAUSE PEOPLE WERE MISUSING THE SYSTEM AGAIN FOR IP RELAY SO THEY HAVE THE EXTRA STEP TO SUBMIT, YES, BUT AGAIN IF THEY HAVE PROBLEMS, THEY CAN ALWAYS CONTACT VCS, OUR VIDEO CUSTOMER SERVICE.

MS. BRADY: THIS PERSON IS DEAF/BLIND. WE MANAGED TO WORK IT. WE WERE CERTIFIED BUT IF THERE WAS A WAY OF ME BEING ABLE TO SAY YEAH, WE KNOW THEY ARE A RESIDENT.

MS. SANGSTER: DID YOU CHECK

VCS YET?

MS. BRADY: I DIDN'T USE VCS. I JUST CALLED CUSTOMER SERVICE.

MR. TELTHORST: JULY 1ST THE SURCHARGE DROPPED TO EIGHT CENTS. AS COMPANIES REPORT THESE REVENUES TO YOU AND TURN THEM OVER TO YOU, IS THERE A 60- OR 30-DAY LAG IN THE REPORTING?

MS. PARISH: 60-DAY LAG.

MR. TELTHORST: SO WE PROBABLY

WON'T SEE A DECREASE IN REVENUE UNTIL OCTOBER, NOVEMBER TIME PERIOD?

MS. PARISH: THAT'S CORRECT.

MR. VAN ESCHEN: JULY 1ST IS WHEN COMPANIES WERE EXPECTED TO CHANGE THE SURCHARGE. SO CUSTOMERS PAY IT BY THE END OF JULY AND COLLECT IT.

MS. PARISH: BY THE NEXT MEETING YOU WILL HAVE A GOOD OUTLINE ON HOW THE FUND IS LOOKING, TRY TO HAVE THE SCORE.

MR. TELTHORST: BALANCE FROM

APRIL TO SEPTEMBER IS RELATIVELY FLAT. IT IS ALMOST LIKE THERE IS NO EXPENSES COMING OUT OF IT.

MS. PARISH: THERE WILL BE A GRADUAL DECREASE.

MR. TELTHORST: IS THAT BECAUSE OF THE EXPENSES IN INCOME.

MS. PARISH: ARE EVENED OUT. THEY WILL BE A GRADUAL DECREASE. OUR ASSUMPTION IN OUR STAFF IS HOPEFULLY WE MEET THE FIVE 911 PAYMENTS IN THE FUND BALANCE BY APRIL 2017, SO IT IS KIND OF A CONSERVATIVE APPROACH BUT NOT AS CONSERVATIVE AS MANY OF THE YEARS.

MR. TELTHORST: MAYBE WE SHOULD

ORDER MORE COOKIES FOR LUNCH.

MR. VAN ESCHEN: WE TALKED ABOUT THIS BEFORE, THE FUNDS RELAY MISSOURI SERVICE AS WELL AS CAPTEL SERVICE AS WELL AS THE EQUIPMENT PROGRAM. DO YOU FORESEE THAT CHANGING IN TERMS OF THE AMOUNT THAT GOES TOWARDS THE EQUIPMENT PROGRAM?

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MR. EXLINE: I DON'T SEE ANY HUGE HAD CHANGES. I MEAN THERE MIGHT BE SOME, BUT I DON'T SEE A SIGNIFICANT CHANGE BECAUSE OF THE EQUIPMENT PROGRAM.

MR. VAN ESCHEN: YOU KNOW, THE WIRELESS PROGRAM IF THAT GETS OFF AND RUNNING, IF THAT'S GOING TO IMPACT ANYTHING.

MR. EXLINE: IF IT DID, I WOULD THINK THAT IT WOULD BE FAIRLY INSIGNIFICANT WHEN YOU LOOK AT THE OVERALL PACKAGE.

MS. PARISH: ANY OTHER QUESTIONS ON THAT TOPIC?

THE NEXT ITEM IS THE FCC REPORT THAT WE WENT OVER. MICHELLE KIND OF COVERED AND WE COVERED AS WELL. WE HANDED OUT THE FLORIDA COMMENTS THAT THEY FILED IN THAT

CASE. SO I GUESS WE'LL MOVE ON TO THE STATUS OF VACANCIES.

MR. VAN ESCHEN: LET ME JUST SAY IF THE MISSOURI DOES DECIDE TO FILE COMMENTS WE'LL CIRCULATE

WHATEVER WE FILE AND LET THEM KNOW ABOUT IT. IF YOU HAVE ANY THOUGHTS ABOUT IT, I KNOW WE'VE GOT SOME STAFF PEOPLE THAT SAY, YEAH, WE CAN PROPOSE IT OR SOMETHING LIKE THAT BUT WE'LL LET THE FCC KNOW DON'T TRANSFER ANY COSTS TO THE STATES. I DON'T KNOW IF WE'LL GO THAT FAR. WE JUST HAVE NAILED DOWN WHAT EXACTLY WE WANT TO SEND THEM. I THINK WE'RE LEANING TOWARDS SAYING WE AGREE WITH THE FLORIDA COMMISSION'S COMMENTS AND POINTING OUT A FEW THINGS ABOUT MISSOURI'S LAW AND HOW -- WE HAVE SOME LIMITATIONS ON OUR ABILITY TO ADJUST THESE.

MS. PARISH: NO MORE THAN ONCE A YEAR, NOT LESS THAN EVERY TWO YEARS.

MR. VAN ESCHEN: IF THEY DO IT, I HOPE THEY GIVE A COUPLE OF YEARS' NOTICE. SOME USAGE THAT WOULD ALLOW US TO PREDICT THE IMPACT ON THE PHONE.

MS. PARISH: WE'VE REPLY COMMENTS ARE DUE NOVEMBER 18TH AND I DON'T KNOW IF ANY DATE WAS ADJUSTED AT ALL. I NEED TO CHECK ON THAT BECAUSE OF THE FCC SHUTDOWN.

MR. VAN ESCHEN: NOVEMBER 3RD OR FOURTH OR SOMETHING LIKE THAT.

MS. PARISH: THAT WAS THE COMMENTS, RIGHT? I WAS TALKING ABOUT THE REPLY COMMENTS BECAUSE WE WERE GOING TO DO THE REPLY COMMENTS, CORRECT, NOVEMBER 18TH.

I AM PASSING AROUND THE VACANCY LIST POSITIONS THAT ARE COMING OPEN OR ARE OPEN. SO ONCE AGAIN, WE NEED YOUR ASSISTANCE TRYING TO FILL THESE POSITIONS. SECOND PAGE THERE IS WHAT WE HAVE LISTED ON OUR WEBSITE AND IT STATES THE TWO OPENINGS THAT WE HAVE AT THIS TIME. IF YOU HAVE ANY IDEAS FOR THAT, PLEASE LET ME KNOW. IN ADDITION, BARBARA HAS SENT US AN E-MAIL THAT DECEMBER 31ST IS HER

LAST DAY, RETIRING. SO WE'LL HAVE TO KEEP THAT IN MIND. WE HATE TO

SEE YOU GO.

MS. GARRISON: I HAVE ENJOYED THIS GROUP. I REALLY HAVE ENJOYED WORKING WITH YOU.

MS. PARISH: WE'VE ENJOYED WORKING WITH YOU. AND AS WELL, TRACY MISHLER IS NO LONGER WITH US AND WE SENT A BEAUTIFUL PLAQUE TO HER FOR HER YEARS OF SERVICE AS WELL AS A NICE LITTLE WRITE-UP, IT WAS SIGNED BY OUR CHAIRMAN. SO FEEL FREE TO E-MAIL ME OR GIVE ME ANY IDEAS YOU HAVE. I KNOW BARBARA, YOU HAD AN IDEA FOR YOUR POSITION. COULD YOU MAYBE TALK ABOUT THAT A LITTLE BIT.

MS. BAKER: LET ME CLARIFY. THE POSITION THAT BARBARA GARRISON HAD, THAT'S CALLED HEARING.

MS. PARISH: UH-HUH.

MS. BAKER: IS THAT CORRECT?

MS. PARISH: CORRECT.

MS. BAKER: OTHER VACANCY IS?

MS. PARISH: SO WE HAVE ONE DEAF VACANCY IS THE ONE THAT DEBORAH SALAZAR HAD HELD, AND THEN THE SECOND ONE IS THE LATE DEAFENED WHICH SHERRY MASON. SHE E-MAILED THE GROUP AND RESIGNED FROM THE COMMITTEE, SO WE ALSO HAVE HER

SLOT. THEN BARBARA IS RETIRING.

MS. BAKER: AND BARBARA IS HERE. THAT'S WHAT IT IS CALLED.

MS. GARRISON: I HAVE SELECTIVE HEARING.

MS. BAKER: I DO HAVE SOMEBODY IN MIND AND IT DOESN'T MATTER WHERE THEY ARE FROM? BECAUSE THIS INDIVIDUAL HAPPENS TO WORK IN JEFF CITY, AND I DON'T KNOW IF SHE CAN BREAK AWAY. SOME OF YOU MAY KNOW HER, APRIL MASON. SHE'S THE JEFF CITY VR COUNSELOR.

MS. SANGSTER: YEAH, I HAVE HEARD OF HER.

MS. BAKER: THAT WOULD BE WHO I RECOMMEND FOR THE DEAF SLOT.

MR. MILLS: SHE WAS WITH SPRINT

EARLIER.

MS. SANGSTER: YES. ABSOLUTELY. BEFORE THAT SHE WAS MY VR COUNSELOR IN COLLEGE.

MS. BAKER: NOW SHE WENT BACK TO VR AND SHE'S A COUNSELOR HERE IN JEFF CITY.

MS. PARISH: AND DO YOU POSSIBLY HAVE HER E-MAIL OR SOMETHING YOU CAN SEND ME AFTER THE MEETING THAT I CAN CONTACT HER OR

DO YOU WANT TO CONTACT HER?

MS. BAKER: I'M ACTUALLY HER FACEBOOK FRIEND, BUT I CAN MESSAGE HER AND SHE CAN E-MAIL ME.

MS. PARISH: COULD YOU DO THAT? OKAY.

MS. BAKER: DANA, FOR THE LATE-DEAFENED ADULT THE GENTLEMAN THAT I HAD IN MIND WAS LARRY HOARD.

MR. EXLINE: HE WOULD BE GOOD.

MS. GARRISON: HE JUST REIT TIRED LAST MONTH FROM MSD, SO HE'S GOT SOME TIME ON HIS HANDS AND I THINK HE WOULD DO A REAL GOOD JOB.

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MS. PARISH: HAVE YOU, BY CHANCE, TALKED TO HIM?

MS. GARRISON: NO, BUT I WOULD BE GLAD TO. I WILL PUT IN A PLUG. ABOUT YOUR HE USED TO BE MY SUPERVISOR. THREE WEEKS AGO HE RETIRED.

MS. PARISH: WHAT WAS HE?

MS. GARRISON: LATE DEAFENED.

MS. BAKER: THE HEARING SLOT, IS THAT TO BE A REPRESENTATIVE OF AN AGENCY OR AN ORGANIZATION OR IS THAT A PRIVATE INDIVIDUAL?

MS. PARISH: I'M NOT SURE.

MR. MILLS: ACCORDING TO THE BY-LAWS IT IS JUST ONE MEMBER OF

THE HEARING COMMUNITY.

MS. GARRISON: I WILL STEP OUT IN THE LOBBY.

MR. TELTHORST: YOU HAVE A LIMITED RESUME FOR THAT JOB.

MS. BURCO: CALL THEIR NAME OUT IN THE LOBBY. IF THEY TURN AROUND, THEY ARE IT.

MS. PARISH: WE HAVE TO GET

SOME IDEAS THEN ON THE HEARING POSITION THEN; IS THAT CORRECT? YOU CAN THINK ABOUT IT AND GET BACK TO ME. WOULD THAT ONE WORK?

MS. BAKER: I'M CURIOUS ABOUT THAT HEARING SLOT AGAIN. COULD THE PERSON HAVE A DIFFERENT DISABILITY AND COULD HEAR AND REPRESENT AN ORGANIZATION?

MR. TELTHORST: SURE.

MS. PARISH: AS LONG AS THEY CAN HEAR.

MS. BAKER: I'M SORRY. I'M JUST THINKING.

MR. TELTHORST: DANA, IF TRULY THE ONLY SPECIFIC CRITERIA IS HEARING, WE MIGHT WANT TO THINK ABOUT SOMEBODY WHO WOULD BRING OTHER SKILL SETS OR OTHER CONTACTS OR WHATEVER TO THE GROUP, WHATEVER

THAT MAY BE. WE NEED SOMEBODY WITH A PUBLIC RELATIONS BACKGROUND, MARKETING OR WHATEVER THAT MIGHT BE.

MS. PARISH: GOOD IDEA.

MR. TELTHORST: RATHER THAN JUST SAY HERE IS THE ONE CRITERIA. MAYBE IF WE COULD GET SOMEBODY ELSE IN THE GROUP IT THAT CAN BRING MORE SKILLS TO US.

MS. PARISH: A VERY GOOD IDEA.

MR. TELTHORST: I'M NOT SURE EXACTLY WHAT WE NEED.

MS. PARISH: YOU DON'T HAVE A NAME FOR US?

MR. TELTHORST: NO, I DON'T. BUT SOMEBODY WHO MIGHT HELP US PROMOTE THE PROGRAM.

MS. PARISH: GOOD POINT.

MS. BAKER: I ACTUALLY DO HAVE A PERSON IN MIND THAT DOES DO MARKETING AND PR. SHE'S THE NEW DEVELOPMENT DIRECTOR FOR SERVICES FOR INDEPENDENT LIVING IN COLUMBIA. SHE CAME FROM BOONE HOSPITAL. SHE'S HEARING AND AS FAR AS I KNOW, SHE DOESN'T HAVE ANY OTHER KNOWN DISABILITIES. BUT SHE IS IN MARKETING AND PR, FUND RAISING PERSON.

MR. TELTHORST: NOT TO SET THIS UP BUT IT REALLY HAS WORKED OUT WELL.

MS. PARISH: SO LINDA, WOULD YOU BE INTERESTED IN REACHING OUT TO HER AS WELL?

MS. BAKER: YES. YES, I WILL COMMUNICATE WITH HER AND SEE IF SHE'S INTERESTED. WHO WAS THE OTHER PERSON? OH, APRIL. FORGIVE ME.

MS. GARRISON: I WANT TO BACK UP. DR. STEPHANIE LOGAN. SHE'S IN COLUMBIA WITH THE LEAD INSTITUTE. DR. STEPHANIE LOGAN.

MS. BAKER: STEPHANIE WOULD BE EXCELLENT IF I KNOW SHE WOULD HAVE TIME BUT SHE'S GOT BECKY, WHO IS ON HER STAFF THAT MIGHT BE. BECKY IS HERE.

MS. GARRISON: BECKY DOES NOT HAVE TIME.

MS. BAKER: NEITHER DOES STEPHANIE. I THINK STEPHANIE IS ON THE BOARD OF SERVICES FOR

INDEPENDENT LIVING.

MS. GARRISON: SHE'S ON THE

BOARD AT THE SCHOOL FOR THE DEAF, I KNOW THAT. SHE MAY BE --

MS. BAKER: SHE'S A GOOD LADY.

MS. PARISH: LINDA, WHAT WAS THE LAST NAME THAT YOU HAD THAT YOU WERE GOING TO CONTACT?

MS. BAKER: APRIL MASON AND HEATHER STEWART AT SERVICES FOR INDEPENDENT LIVING. SHE HAS A BACKGROUND OF PR AND MARKETING. I DON'T KNOW IF SHE HAS ANY KNOWN DISABILITY, BUT I KNOW SHE CAN HEAR.

MS. PARISH: I HAVE MY LIST AND THEN I WILL TOUCH BASE WITH YOU IF I DON'T HEAR MAYBE IN A FEW WEEKS, IF THAT SOUNDS OKAY.

MS. BURCO: I CAN TALK TO LARRY TOMORROW. HE WILL COME IN.

MS. PARISH: IT SOUNDS GOOD.

MS. GARRISON: WE'LL TWIST HIS ARM GENTLY. WE'LL TELL HIM HE IS NEEDED.

OPEN DISCUSSION. ANYTHING ON ANYBODY'S MIND?

MR. OPITZ: TO KEEP WITH THE BY-LAWS ESPECIALLY WITH YOUR UPCOMING DEPARTURE, I THINK THAT YOU GUYS SHOULD GO AHEAD AND ELECT A NEW CHAIRPERSON AND VICE-CHAIR

WITH THE TERMS TO BEGIN IN JANUARY OF 2014.

MS. GARRISON: THAT SOUNDS LIKE A PLAN.

MR. OPITZ: I GUESS I DON'T KNOW HOW MANY OF YOU ARE NEW BUT IF YOU ARE NOT FAMILIAR WITH THE CHAIR POSITION OR VICE-CHAIR POSITION, THERE ARE OTHER RESPONSIBILITIES LAID OUT IN THE BY-LAWS BEYOND RUNNING THE MEETING. AND IF YOU HAVE QUESTIONS ABOUT THAT OR WOULD LIKE ME TO READ THEM, I CAN DO THAT BEFORE YOU TAKE A VOTE. BUT THE OFFICERS NEED TO BE FROM THE APPOINTED COMMITTEE MEMBERS. IT CAN'T BE SOMEBODY WHO IS SUCH AS MR. MILLS OR RICK, I'M SORRY, I

FORGOT YOUR LAST NAME WHO IS A PERMANENT MEMBER SO IT MUST BE SOMEBODY FROM AN APPOINTED MEMBER. IT DOES LOOK LIKE, AT LEAST FROM THE LIST I HAVE, THERE IS A QUORUM HERE TO VOTE. IF ANYBODY HAS, I GUESS, A NOMINATION. NO MEMBER SHALL VOTE BY PROXY. THAT WILL COME TO VOTING BUT WE DO HAVE A QUORUM, ESPECIALLY WITH THE VACANCIES, I THINK WE WOULD NEED 12

PEOPLE, 12 MEMBERS AND IT LOOKS LIKE WE HAVE TEN HERE; IS THAT RIGHT? OR EIGHT HERE.

MS. GARRISON: NINE.

MR. OPITZ: NINE, OKAY. SO WE DO HAVE A QUORUM THEN. AND ONLY MEMBERS CAN VOTE. YOU CANNOT VOTE BY PROXY IF YOU ARE NOT A MEMBER, YOU CAN'T CAST YOUR BALLOT. SO A MAJORITY OF THOSE MEMBERS PRESENT WILL ELECT THE OFFICERS. THE TWO OFFICERS WE NEED ARE CHAIRMAN AND VICE-CHAIRMAN. THERE IS A SECRETARY, WHICH IS FILLED BY THE

PUBLIC SERVICE COMMISSION STAFF.

MR. TELTHORST: I WOULD SUGGEST IT WOULD MAKE SENSE THAT SOMEBODY WHO HAS THE MOST EXPERIENCE ON THE COMMITTEE SERVE AS CHAIRMAN AND VICE-CHAIRMAN. AND AMONG THOSE WHO ARE ELIGIBLE TO BE CHAIRMAN, MICHAEL AND LINDA HAVE THE MOST EXPERIENCE. SO I WOULD SUGGEST EITHER MICHAEL OR LINDA, WHOEVER WOULD LIKE TO SERVE AS CHAIR AND WHOEVER DECLINES WOULD BE, I'M SURE, HAPPY TO SERVE AS VICE-CHAIR. I WILL PUT THAT IN THE FORM OF A MOTION. WE MIGHT HAVE TO DRAFT IT.

MR. BOYD: YES, I'M WILLING.

FOR WHAT, I DON'T KNOW.

MS. BAKER: OKAY, I'M FINE.

MS. GARRISON: WOULD YOU BE WILLING TO SERVE AS CHAIR?

MS. BAKER: I WOULD BE WILLING TO BE CHAIR.

MS. GARRISON: I MAKE A MOTION THAT WE ACCEPT THESE TWO BY ACCLAMATION.

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MR. TELTHORST: SECOND.

MS. GARRISON: ALL IN FAVOR, AYE. DONE. 100% SUPPORT. THANK YOU, THANK YOU.

MR. TELTHORST: SEE, IT WASN'T THAT HARD.

MS. GARRISON: SO YOU HAVE YOUR CHAIR AND VICE-CHAIR. NEXT MEETING DATE.

MS. PARISH: I PASSED AROUND CALENDAR IF CASE YOU DON'T HAVE YOUR PHONE HANDY WITH A CALENDAR ON IT.

MR. BOYD: THAT WEEK IS BAD, THE WEEK OF THE 23RD MAYBE.

MS. GARRISON: WHICH WEEK IS BAD?

MR. BOYD: EASTER WEEK. I DON'T WANT TO DO EASTER WEEK.

MS. BAKER: THE 23RD WILL

PROBABLY BE GOOD BECAUSE THE 16TH, ISN'T THAT THE LAST DAY OF POWER-UP OR ARE YOU DONE?

MR. EXLINE: THE 15TH.

MS. BAKER: I COULD DO IT THE

16TH BUT PROBABLY NOT BECAUSE IT IS LEGISLATION SESSION, AND I NEED TO BE AVAILABLE AS MUCH AS I CAN. I PROPOSE THE 23RD. MICHAEL AND I PROPOSE THE 23RD.

MS. GARRISON: ANYONE HAVE A PROBLEM WITH THE 23RD OF APRIL? LET'S DO IT. SAME TIME, 11 O'CLOCK. WE'RE DONE WITH THE AGENDA. THANKS, EVERYONE. GOOD JOB.

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