

Public Service Commission

Relay Missouri Advisory Committee Meeting

October 2, 2018

CART Reporter: Kimberly A. Pfleinger Schacht,
RPR, CRR, CRC, CCR, CRI

APRIL MASON DONOVAN: Okay. Good morning, everybody. My name is April Mason Donovan; I am the Chair of this meeting. So I guess we will go ahead and get started if that sounds good with everybody. Don't forget to sign-in. I will pass this around. So I guess -- should we do introductions first? Okay? I guess we will go around the table and introduce ourselves. We will.

RIC TELTHORST: I am Ric Telthorst, the President of the Missouri Telecommunications Industry Association. Our members are local telephone companies that provide voice, video, and broadband in Missouri.

MICHELLE VICINO: Okay.

APRIL MASON DONOVAN: Who is on the phone?

ROB HONAN: Rob Honan. I am here in St. Joe. I am the Director of MERIL, and I have been on this committee for a couple of years.

APRIL MASON DONOVAN: Rob, can you hear us all right?

ROB HONAN: I can hear you very well. And the stream text is working great as well.

APRIL MASON DONOVAN: Sounds good. Well, you all know me. My name is April Mason Donovan. I work -- well, I had been working with VR as a VR counselor for the deaf and hard of hearing for

about -- I guess in December it will be my tenth year. I have 2
milestone coming up.

CLAIRE MENGWASSER: Hello. My name is Claire Mengwasser. I am a
speech language pathologist at the Missouri School for the Deaf.

OPEOLUWA SOTONWA: Hello. I am Opeoluwa Sotonwa. I am with the
Missouri Commission for the Deaf and Hard of Hearing. I am the
Executive Director there.

KARI SALSMAN: Kari Salsman, and I am on the PSC staff.

JOHN VAN ESCHEN: I am John Van Eschen. I am with the Missouri
Public Service Commission staff.

WHITNEY PAYNE: Whitney Payne and I am staff counsel with the
Missouri Public Service Commission.

JC DOLLAR: J.C. Dollar, retired from city of Purcell but better
known as Scott Dollar's father.

SCOTT DOLLAR: Hello. My name is Scott Dollar. This is how you
sign my name.

DAVID BAKER: Good morning. David Baker with the Missouri
Assistive Technology. I am the Director and I am filling in for
Stacy Brady.

HAMPTON WILLIAMS: Good morning. My name is Hampton Williams,
Director for the Office Of Public Counsel.

MICHELLE VICINO: I am Michelle Vicino, the account manager for
Relay Missouri.

APRIL MASON DONOVAN: Okay. So, Rob, if at any point you can't
hear us, please let us know.

ROB HONAN: I will do that. Thank you.

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APRIL MASON DONOVAN: Perfect. Okay. This is April speaking. So whoever is speaking, if you wouldn't mind, please say your name so Rob will know who is speaking. That's our rule for this meeting, I guess. All right. So I will go ahead and get started with the equipment program update.

DAVID BAKER: All right.

APRIL MASON DONOVAN: Are you speaking on this, David?

DAVID BAKER: Yeah, I am. Good morning, Rob. David Baker speaking. And I passed out a copy of the PowerPoint. I seem to have walked out without -- we will work out the old-fashioned version on paper. This was prepared by Stacy and these were things she wanted to share with the group this morning.

First slide there is the numbers for both TAP, the traditional telephone side of the equation and also the wireless equation for the fiscal year that just ended on June 30, 2018. So TAP Telephone, 982 consumers assisted and 1,200 devices provided to the individuals. And the TAP wireless assisted 183 consumers and provided 250 devices to those individuals. So in total the Telecommunications Access Program reached 1,165 individuals and provided them with 1,450 devices over the course of the last state fiscal year.

And in terms of just the text-based types of adaptive equipment going out through the program: The CapTel phones, there were 49 in that time period and then, sort of the older technology, TTY, HCO,

VCO, there were four. Obviously, the trend is the CapTels. On 4
piece of technology that was a game changer in some respects was the
introduction on the market of a device called the TelliTalker, an
electrolarynx phone, and I actually have one that I brought along to
make people smarter on this.

What it is, it -- even though there were not a great number of
these, five of the traditional desk phone versions and five of the
Bluetooth phones, but what makes it a game changer, it is an all in
one unit for someone who doesn't have speech, uses a -- who might
have used the device that generates speech but both pieces are
combined. So there is actually a device that they would use that
pairs with the phone. And that's a population that always struggled
quite a bit with the phone and there haven't been that many good
options on the market. This is an interesting thing that came out
in the course of the last year.

Something else that is interesting to us is the fact that I
believe it is Griffin Labs is the name of the company that produced
this, and they are very well making sure people are aware that there
is a program in the State of Missouri, and that individuals are able
to access this particular type of program through that program.

You know, it operates like a traditional phone and then I would
hold this to my larynx. And it is an all-in-one encompassed device,
which is what we refer to in the technology world as the holy grail.
There are these devices and gaps in devices, and then someone finds
a way to solve the problem. I wanted to pass that around.

What was really interesting to us, there were ten in all of 5
of these that went out over the course of the last year. If you
look at the very last line on that page between 2012 and 2017, there
were five similar devices that went out. So that's like -- what? --
a five year span there were five. And this comes on the market and
then ten goes out. That was interesting that happened.

On the next page, what is happening with equipment. As I think a
number of people in the room know, we hold a conference every year
called power-Up and every year Stacy attends TEDPA, which is the
association of equipment distribution programs, their annual event.
There are always manufacturers at both of those conferences. And in
neither one of those conferences or at neither one of those
conferences were any of the manufacturers coming out with new
adaptive phones. There is obviously a shift going on where they are
basically discontinued -- the phones are being discontinued by
manufacturers for a variety of reasons and they are simply not being
replaced because everything is shifting over to wireless.

On the next page, you know, a lot of these manufacturers -- two
things are going on. First, one, they are moving towards wireless
accessories, and I am pretty sure Stacy has shown those types of
accessories at prior meetings. And then the other thing is they are
requiring production runs. The manufacturers are required --

INTERPRETER: I am sorry. Can I interrupt you? While Scott is
checking out the phone. Can you pause a second so he is not missing
anything?

DAVID BAKER: Absolutely.

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INTERPRETER: We are going to make our switch for interpreters.

Sorry. Thank you.

DAVID BAKER: First of all, just to go back a step. Manufacturers are moving towards wireless devices. We are working with phones that are on the market, iPhones and those types of things. The other thing that began to be an issue for the manufacturers is the size of the runs they are required to have related to the companies that are making these devices are higher than what these vendors are selling. There is -- in terms of traditional desktop phones and cordless phones, there is some shifts going on in the way things are done. And so -- like I said, that is just a trend going on out there. You know, we have got the wireless side to it, which we currently refer to as a pilot program, and accessories are available through that for people who already have one, have a wireless phone. There are some options, different types of options for wireless phones available for that program. And so that's where everything seems to be shifting over the course of time here, and there is some pretty clear trends that are happening in terms of the landline stuff.

And then -- I kind of touched on these, the next things, changes in TAP telephone and TAP wireless. It is easier for consumers to get accessories than it is some other things, and then we have already talked about the TelliTalk phone system.

Some other things that are going on related to the

Telecommunications Access Program, the first one is that over t 7
last couple of months we have been working with the Office of
Administration. The vendor contract, which is for five years,
expired earlier this year. And the new RFP related to vendors that
we get those phones from actually hit the street yesterday or maybe
Friday. So we are going through that whole process where bids will
be coming in, we will be reviewing them, making a decision as to who
the vendor or vendors are going to be for the next five years.

And then the other thing I just wanted -- well, two other
things -- that I wanted to draw people's attention to, I shamelessly
plugged the Power-Up Conference which we do every year. And, you
know, great for assistive technology but strand -- related to
hearing devices, adaptive telephones, those types of things as well,
and it is April 1st and 2nd up the road in Columbia.

And the last thing which is not in the slides but it was
something that was brought to our attention on Friday of last week
and without getting too far in the weeds here, there was a court
case that came out of Missouri -- not Missouri, out of Minnesota
that if I -- I am not a lawyer and I wouldn't pretend to be one --
but if I am interpreting things correctly, it separates the voice --
the VOIP from traditional landline. You are nodding your head like
you are familiar.

HAMPTON WILLIAMS: Yeah.

DAVID BAKER: If I get way out of my league, correct me, please.
What it potentially has an impact on, if I again understand things

correctly, is the number of lines that the surcharge could be accessed off of. 8

HAMPTON WILLIAMS: Yes.

DAVID BAKER: It would basically break all of the VOIP away from all of that stuff.

HAMPTON WILLIAMS: That's correct. This is Hampton Williams. Yeah, this is Hampton Williams speaking. We had a conference call for the National Association of Consumer Advocates to discuss the impact in this case. And I -- we are still trying to wrap our heads around it, but it is a departure from how the program has been approached in the past.

DAVID BAKER: Okay. So, all right, so that's kind of what Stacy wanted me to share with everybody. If there are any questions on anything --

JOHN VAN ESCHEN: This is John. Can you just explain that one more time?

DAVID BAKER: The court case?

JOHN VAN ESCHEN: Yeah. You said it had implications with the Relay Missouri surcharge that's applied on a per line basis?

DAVID BAKER: That's how I read it because it separates the VOIP services from the traditional, I guess, copper wires.

JOHN VAN ESCHEN: Okay. So somebody has an IVOIP service; explain how it would impact the application of Relay Missouri surcharge.

DAVID BAKER: If I understand it correctly, you wouldn't be collecting a surcharge off those phones anymore.

HAMPTON WILLIAMS: I -- Hampton Williams speaking. Unfortuna 9
because I am not intimately familiar with how the Relay surcharge is
applied, I don't know the direct answer to the question. But what I
will do is forward you the opinion. I was actually -- earlier this
morning, and I will certainly be happy to let you know anything I am
hearing from -- on how they are attempting to apply that in the
future.

RIC TELTHORST: This is Ric Telthorst with the Missouri Telecom
Association. Thank you for bringing that case up. I don't know
about it. Didn't know about it. But on the subject of VOIP versus
traditional land lines, there was a time when VOIP, voice over
Internet protocol, was an offering that was offered primarily by
cable companies that are getting into voice service; whereas
traditional telephone companies still used, you know, the copper
network. So there was a time years ago, maybe ten years ago, where
if it was a cable company, they were probably using VOIP. If it was
a traditional telephone company, they were probably using the copper
pair. That's no longer the case. So you can't tell by the type of
carrier what type of -- how they are getting that voice service to
you. It could be coming over the traditional PDM network or it
could be coming over your Internet connection. I know in my
office -- excuse me -- here in Jefferson City, my carrier is
CenturyLink. The last time I upgraded my service, I got my Internet
and VOIP service as my voice service from CenturyLink. So if -- if
we have to somehow parse out VOIP compared to traditional telephone,

I don't know how we would do it. That would be very difficult. 10

I am not an attorney either. But unlike you, I often play one.

[LAUGHTER]

And I wonder, and I don't know the specifics of the case, but I wonder how that impacts our state statute in terms of how -- if indeed it would apply. Do you know if the case is a state or federal case?

DAVID BAKER: United States Court of Appeals for the 8th Circuit, and I have got a copy if you -- and I can print it out again.

WHITNEY PAYNE: I will pull it up and do -- sorry. This is Whitney Payne and I am Counsel for the group. I will pull the opinion and we can start talking. And, Hampton, maybe you and I can sit down and discuss to some degree what we think the legal impacts will be.

HAMPTON WILLIAMS: I was going to say, I think this just came out last week. I got the e-mail that says, bad news from Minnesota. That was the title in the subject line. So this is a new case and I am happy to work with Whitney in trying to provide some information on what the impact would be.

RIC TELTHORST: When -- as cable came into the marketplace with the voice product, the traditional telephone companies were very adamant that they pay all of the fees that we do, that our customers pay. So they have been included for years paying -- correcting the fee on a VOIP service. So if that's going to change, that is going to be difficult to figure out.

APRIL MASON DONOVAN: Okay. This is April. I am going to as 11
Michelle to see if Sprint has any type of discussion related to this
because I would like for you to maybe try to ask for their feedback
regarding the issue, I don't know, maybe a statement from them.

MICHELLE VICINO: About the case?

APRIL MASON DONOVAN: Yes.

MICHELLE VICINO: Okay.

APRIL MASON DONOVAN: Also, how it is going to impact the Sprint
Relay service.

MICHELLE VICINO: Okay. So this is Michelle. I need a copy of
the name of the case or something so that I can forward that to my
manager. So if you could e-mail it to me, I can forward it to them.
I don't know if they even know about it. They are probably aware of
the situation, but they might not. So if you could send me that
information, then I can forward it.

HAMPTON WILLIAMS: If you can just give me your e-mail address, I
can forward it to you.

JOHN VAN ESCHEN: This is John again. Does this court case
involve the Minnesota Commission?

DAVID BAKER: Yeah. This is David again. Yeah, it was Charter
Advanced Services again as the plaintiff, and then among the
defendants was Minnesota Public Utilities Commission. And Minnesota
Public said that -- Public Utilities. Yeah, there were several
defendants. But their equivalent up there, which I assume was their
equivalent, was listed.

APRIL MASON DONOVAN: You were asking about the Minnesota pub 12
service?

JOHN VAN ESCHEN: Yeah, the Minnesota Public Service Commission
for lack of a better description was attempting to regulate IVOIP
service, and I think that was the basis for the legal court case. I
want to see the decision first.

DAVID BAKER: Yeah. Yeah, I can't remember exactly how that all
went down --

JOHN VAN ESCHEN: And it has more implications than just Relay
Missouri surcharge assessment. It has implications in regarding to
whether IVOIP providers need to contribute to a state universal
service fund or whether they even have to be registered like
Missouri law requires them to. I am not sure what the answer is to
those questions as a result of this court case.

DAVID BAKER: Yeah. And this is David again. It looked -- yeah,
it just read when I went through it real quick and based on some
stuff that I see that there were several things that could be
affected, one of them being the surcharge.

APRIL MASON DONOVAN: This is April. Does anybody have any
questions related to David's presentation? I do.

[LAUGHTER]

So my first question would be for the contracts that you have,
you know, the vendors that you have contracted with previously. Who
are they?

DAVID BAKER: It is predominantly Telli Text. Yeah.

APRIL MASON DONOVAN: Okay. Already, I have a question about 13
phone that you brought with you today. Behind the telephone, is
that what connects to the piece, that thing that they hold up to
their larynx? What is that piece right there?

DAVID BAKER: This piece here?

APRIL MASON DONOVAN: Yes.

DAVID BAKER: Like I said, I don't know. I literally was handed
this as I walked out of the office yesterday. But I am sure Stacy
would be glad to answer the question!

[LAUGHTER]

APRIL MASON DONOVAN: Does anyone else have any questions?

MICHELLE VICINO: One thing for clarification. On your postcard
it says your event starts on the 31st, but on the presentation it
says the 1st and 2nd. I am assuming the 31st is like the set-up
date or registration?

DAVID BAKER: Yeah.

APRIL MASON DONOVAN: Great. Any more questions? Going once?
Going twice? Okay.

So we will go ahead and -- hold on just for a second. I want to
go ahead and introduce -- well, Adonis, can you give an
introduction?

ADONIS BROWN: Oh, okay. My name is Adonis Brown. I am the
Executive Director for the Missouri Statewide Independent Living
Council.

APRIL MASON DONOVAN: Perfect. Thank you. So next on the agenda

is the Sprint report, and Michelle was just saying she is going 14
get it set up on the computer really quick.

MICHELLE VICINO: I am going to voice it. Are you ready for me?
I am going to voice and she will sign for me or whatever. Can you
hear me okay, Rob?

ROB HONAN: Yes. This is Rob on the phone. Perfectly. Thank
you.

MICHELLE VICINO: This is Michelle. So, yes, I am going to go
over the Relay Missouri summary for today. And so this time frame
for today's summary goes from March 2018 to August 2018 of this
year. So you will see the billable minutes for TRS is 34,892. And
CapTel is a little over 73,000. And just a reminder, the reason
that these minutes look lower is because we went from session to
conversation minutes in September of last year with the new
contract. So the minutes are going to look -- this number is going
to be smaller. But it doesn't exactly mean that people are making
less calls. It is just we are accounting for less time for the
billable minutes.

So reiterate, session minutes, that means that you start billing
from the time the agent receives the call to the time when the other
caller hangs up as opposed to when a relay caller gets the agent,
when the agent starts the call, that's where conversation starts.
It doesn't include the setup time. So that part has been trimmed
off. Now the state is only responsible for conversation as opposed
to session. I hope that makes sense.

And then also, since it started in May there have been no RC 15
uses yet. So I actually met with my contractor yesterday to go over
RCC and make sure he understands how it works and who he is
promoting to. To date, there has been no RCC minutes used at all.

And then I am going to -- the graph. It is getting very busy
every time I come. This spans back to 2008. We have ten years
worth of numbers on. Here, and as you can see, it is trending down,
and that is very common in all states not just Missouri. In 2018 we
are just over 10,000 TRS call volume for August. So again, people
are transitions over to IP-based services, wireless services. Same
as he just discussed in the last presentation. People are starting
to go towards advanced technology as opposed to the traditional
landline services.

And the same holds true for CapTel. So again, the minutes are
trending down. And for this one, it is people are choosing IP-based
CapTel over traditional CapTel services. Again, very common. They
are still using landlines, especially out in the rural areas. I was
actually out at a farm in Honeywell, if you know where it is. There
is no service out there. That is like people who live in those
areas are still using traditional services. But like I said, people
are migrating over to IP CapTel phones. That's what is going on
there.

Then I want to do a breakdown of a whole -- how the TRS is being
broken down by usage. You will see a majority of our minutes are
actually coming from TTY. That's the 65%. And then the voice and

the VCO looks like it is split 16%. I want to give you an idea 16
is using our traditional services. When I go out, people are still
stunned that, oh, TTYs still exist? Yes, it is required in the
contract. People still use it. Even though small, people are still
using the service. It is still very important to have.

And then I actually sent out an outreach report and you all have
it. Between March 2018 and August 2018 we have done -- or Al has
done 61 outreach events and reached out to 31,000 people. So there
is actually a breakdown on this outreach spreadsheet for you.

So I will let you look over that during lunch. I won't go over
it now. But that's what has been going on since the last time we
met. He is out there and trying to find new events. We are still
doing the Missouri State Fair, stuff like that. If you have any
events, send them to me, and we will see if it is a good fit, then
we will go. You can look over that during lunch. If you have
questions, let me know.

Also, on this spreadsheet, it does not include what MO TAP does.
Stacy has been promoting some services for us, promoting services
for us. And I have recently sent her copies of the Relay Missouri
brochures that she does distribute and we thank you for that. But
that is not included in this spreadsheet. That's separate. What
you see here is minimum. It is really a lot more going on out
there. The actual graph on this page is not current. That's just
an image. This is actually what has been going on, this printout
here.

And then I wanted to just give a breakdown of the outreach. 17
13 conferences since March. 13 conferences is pretty good. He is
very busy. But do note these numbers do not add up to the 61
because some conferences can be two or three days long. I only
counted a conference as one. Hearing aid distributors, he started
reaching out to them. Agencies, like the Missouri Area -- oh, wait
a minute. ME4, Missouri Area On Aging, types of agencies like that.
Assistive living, senior citizen centers, health care professionals,
and I left miscellaneous. There have been times when he is out and
he will just meet someone randomly at the grocery store. Last time
we accounted for that. This time he didn't have one, but I left it
on. And total of 55. I wanted to give you a breakdown where we are
going. If you have ideas, something we have not thought of, let me
know and we will consider it. Anything to get the word out there.

So, yeah, I wanted to go over RCC again. RCC started in May of
this year and the website is up. And I don't know if you have all
had a chance to look at our website, but you will notice the look
has changed and that's because the last time it was updated was in
2014. And when we recently tried to add information about RCC and
add the website, the platform was so old the changes couldn't be
made. So we had to change the template. That's what the template
looks like right now. If we have overlooked anything or if you
can't see something, let me know.

APRIL MASON DONOVAN: I do have a question. What can we do to
make -- to do more marketing for RCC? So what can you or us as a

committee, what can we do to improve the marketing on RCC to ed 18
the public.

MICHELLE VICINO: I can print brochures and send them to you. You can send brochures out. I do want to do some additional marketing that I am -- like on social media. I want to do that and reach out to businesses, human resources who may or may not have Deaf or hard of hearing employees. But any word of mouth is beneficial.

The struggle is, I find, even if I meet somebody who can use the service, they can sit here and say yes, yes, I can use it, but action isn't taken. They don't go home and sign up. So that's the hardest part right there.

While the word can get out there, the action isn't happening. Word of mouth helps for sure.

CLAIRE MENGWASSER: Can you explain the process of what happens during the signup?

MICHELLE VICINO: Yes, that's actually on here. So Relay Conference Captioning, so it is live captioning, word for word, of what happened in a conference call that is going to happen on my computer screen. This is what my setup will look like right here. It uses the same captioners, high quality captioners that caption for the news, for sports, the same captioners.

So that is what our page looks like. You will see by looking at this. You will click on that, and this site is from the Relay Missouri website. In the middle you see relay conference captions. Click on that.

It is so simple to register for a call. Really self-explana 19
You have your contact information. E-mail address. Now this is
what someone actually asked us last week. So suppose you have to
click to verify, two boxes, you understand it is intended for
conference calls, and the second one, you are certified that myself
or the participants are Deaf or hard of hearing. Now suppose you
meet somebody who is human resources and they are hearing themselves
but they have -- they are going to be interviewing someone who is
Deaf, the human resources can register, even though they are
hearing, as long as that second box -- they certify who is going to
be using is Deaf or hard of hearing. So that is allowed.

And then the phone number, the person registering the call, that
phone number has to be a Missouri number. If it is a Kansas number,
it won't go through. If it is outside of Missouri, it won't work.
This is for Missouri residents only. There has to be a Missouri
number there.

APRIL MASON DONOVAN: Some businesses have 800 phone numbers.
What do you do in that type of situation? I don't know. Just
thinking outside the box.

MICHELLE VICINO: This is if you register your call, your call
number would be on your cell phone. Your number is not a 1-800
number. Your number would be 573 or 314. Right?

RIC TELTHORST: No. Go ahead.

MICHELLE VICINO: The conference number can be a 1-800 number.
That's fine. That's what you call into. But I am the contact

person and my number would be 314. That's a Missouri number. 20
separate from a conference number.

RIC TELTHORST: Michelle, this is Ric Telthorst. As you know a lot of people will port a number in, especially on a wireless service, port their number in from where they might have lived before. So they might be bringing a mobile device with them in Missouri that has a Denver area code, but they are a Missouri resident. You are screening out the devices that have area codes outside of Missouri even though they might be being used by a Missouri resident.

MICHELLE VICINO: It will screen it out. Funny you say that because my area code is Denver. I have a 303 number.

RIC TELTHORST: I knew that.

MICHELLE VICINO: In Connecticut, they have RCC, but my office number is a Connecticut number. I use my office number, not my cell phone. If they put in their cell phone number which is outside of Missouri, it is just not working, because it is not a Missouri number.

JOHN VAN ESCHEN: This is John. But the telephone number that the applicant provides, that determines whether you can provide the Relay Conference Captioning service to that person? Is that correct?

MICHELLE VICINO: I am not following.

JOHN VAN ESCHEN: You said it has to be a Missouri telephone number. The person that fills this out online, they have to provide

their phone number and whatever phone number that they provide, 21
is what dictates whether Sprint can provide the service or not.

MICHELLE VICINO: Right. Yes. Because this service is for residents of Missouri. So they have to provide a Missouri phone number. It is separate from the conference number you call in.

JOHN VAN ESCHEN: I guess what Ric was bringing up is a problem with that arrangement where somebody might live in Missouri but have a telephone number from another state, which can happen or vice versa. I guess if someone was living in say, for example, Colorado, but had a Missouri telephone number, it would work. Is that correct?

MICHELLE VICINO: Theoretically, yes. Now I am not saying that this is like -- I am sure we can make exceptions to the case. If you have someone like me, if I move back to Missouri and I have a Colorado number and I can prove I live in Missouri, I can contact the program manager for RCC, and the vendor and I am sure we can make an exception to the rule and not screen them out. But basically how it works is that --

[RINGTONE]

-- we want to prevent people taking advantage of the service. So the phone number is what we use to verify. Yeah, April.

APRIL MASON DONOVAN: Rob, you need to mute your phone.

>> I think he did.

APRIL MASON DONOVAN: Perfect.

MICHELLE VICINO: Michelle. To continue, this is the

teleconference phone. This is to provide the captionist, the 22
conference number to call in so they can hear the meeting and
caption. Now the web conference URL, it is if it is a webinar and
you want to embed RCC captions in a webinar, that's what that is.
That is relatively new. I have not set it up myself, but there is a
way that you can get captions on webinars. It is embedded in there.

And then title and subject matter and notes. The notes would be
like, like any time you schedule an interpreter, you want to give
them information so they have a basic idea of what it is that they
are going to be talking about. I give them a copy of the
PowerPoint. Same thing for RCC. If you have unique names or
subject matter or PowerPoints, you can provide it to the captionist
so they can prepare for the meeting. Then date and time. Time
zone. That's self-explanatory.

And you have options for the transcript. You have options to
retain a copy on the server, if you want it destroyed, if you want
participants to be able to print them or e-mail them. So you can
customize how you want the transcript to be used.

So as far as sign up for the call, does it help answer your
question?

CLAIRE MENGWASSER: Uh-huh.

MICHELLE VICINO: So, also, suppose we had a meeting like this
that was a conference call, and we had several people here who could
benefit from using RCC. Each individual person who wants to use it
does not register themselves. You register once for the meeting.

And then I would provide the conference code to everyone and if 23
need to see the captions, you would go to my website and put that in
that code so all of you are in the same meeting. So you only need
to register once for the meeting, as opposed to three. If there are
three people who want to use it, you don't register three times; you
just register once.

And then you submit your request 48 hours in advance. It is
possible you can get a captionist if it is shorter time, but it is
not guaranteed. So you want to register 48 hours in advance.
8:00 a.m. to 6:00 p.m. local time. Evening meetings, you can't have
RCC for those or weekend meetings. And cancellation 24 hours of the
event.

CLAIRE MENGWASSER: This is Claire. I mean, it is a free service.
So what will happen if you cancel with less than 24 hours before the
meeting?

MICHELLE VICINO: There is a minimum that will be billed to the
state. I am not sure what the minimum is. I want to say it is like
a half hour. It is either a half hour or two hours. If you cancel
in less, the state will still get billed for it. It is free to the
customers and the residents, but the state is paying for it. And
then that's the website if you want all of the information on RCC.
It is on the Relay Missouri website.

Any other questions about RCC before I am done?

JOHN VAN ESCHEN: This is John. So what is the plan for
advertising that April was talking about?

MICHELLE VICINO: Well, I met with Al yesterday, and he says 24
has been spreading the word that he is getting out there and going
to conferences. But I have challenged him to step it up a little
bit. I want to do some additional marketing and focus on businesses
and employees. We are looking into different types of conferences
like maybe -- we recently went to human resources conference where
he got some leads on that. And again, word of mouth through the
Advisory Board. If you have customers that you think could use the
service, you know, tell them about it. Help them register. That's
basically how it is right now. I mean you can only do so much to
tell them, but you can't twist their arm to get them to register to
use it.

CLAIRE MENGWASSER: This is Claire. Are there videos online to
show the process and what is actually providing? Because just
reading it, I think it is kind of confusing.

MICHELLE VICINO: Yeah, there is a video being made by another
state. And then I do not believe it is finished that if I could
rebrand it for Missouri, if John and Kari want that, then I think --
I am trying to remember what state is doing it. Hawaii or
New Jersey is making a video. If that's something you think is
needed, we could talk about that in Missouri.

I wanted to share an update about Sprint IP. That's on the
Sprint side. I don't know if you are familiar. Sprint IP is a text
based service. The way I explain it best: It is a TTY but you use
a phone. It is a TTY but you can use your computer. It is text

only; no voice involved. Sprint is the only provider left of t 25
service, and we recently enhanced it for our customers to make it
more friendly to the deafblind. So some of the enhancements on this
service are that before Sprint IP, you have Sprint IP on a computer
through a website or you have Sprint IP as an app you download on
your phone, two separate phone numbers. And people didn't like
that. And so with the enhancement we now have a one number
solution. So no matter how you access the service, you have one
phone number instead of two.

And then also one of the good things about this is it is now
compatible with Braille devices. So our new enhanced Sprint IP
service is very popular with the deafblind community. We do have a
deafblind relay customer relationship manager who is traveling
around the United States and helping people register for this
service. So that's another really good benefit for this. I just
wanted to share the news that the service has been enhanced. If you
have any questions, let me know about it.

And that's it for me. Any questions?

APRIL MASON DONOVAN: This is April. Do we have any more
questions for Michelle's part of the meeting? Thank you so much,
Michelle.

[APPLAUSE]

Should we take a lunch break or do you want to go ahead and get
started with the Missouri PSC report? Do you want to go ahead and
get started with lunch or do you want to go ahead and get started

with the Missouri PSC staff report.

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RIC TELTHORST: I vote for lunch!

APRIL MASON DONOVAN: Okay. I guess we -- do you want to vote on lunch?

MICHELLE VICINO: I forgot to add. I also handed out our Annual Report. That's the third one. That is your leisure reading during lunch.

APRIL MASON DONOVAN: We will go ahead and do lunch. Thank you.

(Lunch taken.)

APRIL MASON DONOVAN: I hope everyone had a good lunch. Thank you for lunch. Now the Missouri Public Service Commission. It is time for your report.

KARI SALSMAN: For the PSC staff report, the first thing is the Missouri fund balance update. There is a handout that you have with a chart that looks like this. Basically, it has the last two years of the fund balance. As you can see on there, last April was when we reduced it from 6 cents per line to 4 cents per line to help get the fund balance down. It does have a trend of going down. The balance now is still above the five to nine months of expenses which is the target, but it has been steadily going down. It was changed in April of 2017, and we are supposed to review it every two years. Next spring it will be time to do a review of the fund and see if we need to make any changes to the rate.

APRIL MASON DONOVAN: I don't have a copy of that. Oh, I am sorry. Thank you.

KARI SALSMAN: Anyone else need one?

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HAMPTON WILLIAMS: If I could get a copy.

RIC TELTHORST: When did you say that the Commission will again review the surcharge?

KARI SALSMAN: Next spring. Since we did it in April 2017 we are supposed to review it every two years.

RIC TELTHORST: Okay.

KARI SALSMAN: If there are no other questions on that, the other item is to go over the status of the vacancies. The last meeting we discussed the speech impaired member is vacant. I didn't really have any interest showed in filling that. I don't know if anyone here has anyone in mind or any organizations that you can reach out to, but that is still vacant. And then we also have GayLynn's term is up in January of 2019.

DAVID BAKER: On the speech-impaired individual, there are a couple of folks I would be willing to reach out and gauge their interest and if they are just have them follow up with you.

KARI SALSMAN: Uh-huh.

APRIL MASON DONOVAN: If you know of anyone, well, David, with -- like with a speech impairment, are they supposed to give us a resume? Is that correct?

KARI SALSMAN: I don't --

JOHN VAN ESCHEN: Say that again.

APRIL MASON DONOVAN: Normally, we look at their resume for the individual who -- or the recommended individual who is wanting to

join the committee and that way we can vote through e-mail.

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JOHN VAN ESCHEN: Yes.

DAVID BAKER: I was just going to reach out to them and gauge their interest and then point them in the right direction if they were interested.

APRIL MASON DONOVAN: Okay. Perfect. That sounds good. Any questions related to this report?

So moving on, we have open discussion. So if anybody has any news, any concerns, any events going on. Ope, anything from Missouri Commission for the Deaf and Hard of Hearing?

OPEOLUWA SOTONWA: So we do have the Missouri Interpreters Conference in three weeks; that's October 19th to October 21st. And we will have our 25th year anniversary or celebration there at the conference. Plus, we also -- for MCDHH, it is the 30th anniversary for the Commission. So we will have Dr. Glen Anderson joining us, and he will be the keynote speaker for that event.

So we will also have Deaf Empowerment Symposium that same weekend as well. We are inviting a deaf attorney. His name is Michael Stein. He will be presenting about communication challenges for the Deaf community and the criminal justice system. So we are really hopeful that we will have good attendance for that event. If you would like to come, let us know.

APRIL MASON DONOVAN: Anything from MSD or Missouri Assistive Technology?

CLAIRE MENGWASSER: We have a new superintendent. We have a new

superintendent at MSD. He started in April. It has been going 29
really well.

APRIL MASON DONOVAN: Well, I guess now the next topic -- did you
want to say something, Adonis?

ADONIS BROWN: I wanted to add, we have our quarterly Council
meeting coming up November 9th. It is going to be at the Providence
Bank on Ellis Boulevard down in their conference room. All are
welcome. We are changing the meeting time to make it a little
later. So it will be from 10:00 a.m. to about 1:30.

APRIL MASON DONOVAN: Okay. Thank you, Adonis. I am sorry.

So now to set a date for the next meeting. We normally meet in
October and April. We have April 4th. Today is a Tuesday. All
right. So April 9th? April 16?

MICHELLE VICINO: The 16th. The 16th is good for me.

APRIL MASON DONOVAN: Is the 16th okay with everyone else?

HAMPTON WILLIAMS: Yes.

RIC TELTHORST: Sure.

CLAIRE MENGWASSER: Yes.

SCOTT DOLLAR: Yes.

APRIL MASON DONOVAN: Thank you, Scott. 11:00. We can do it here
on April 16th. Anything else?

OPEOLUWA SOTONWA: We just set it for April 16th; right?

APRIL MASON DONOVAN: Yes, at 11:00. Michelle, I do have one
thing that I wanted to add. Since you know as far as discussing
with Sprint about the Minnesota court case that we discussed earlier

in the meeting, when can we expect to get your feedback about t 30

MICHELLE VICINO: Whenever we are finished with the meeting today, I am going to go ahead and send an e-mail. We have a lawyer on staff. Claudia is her name. She used to work for President Obama. So I will forward the e-mail to her, and she is pretty quick with her responses. So as far as her review time and then responding, I would say maybe a week or so.

APRIL MASON DONOVAN: Okay. That sounds reasonable. Okay. I guess that's it. I guess we are adjourned.

Thank you all so much for coming and be safe driving back. And enjoy the nice fall weather. It is my favorite season.

Bye, Rob!

