

The Florida LINK

The Newsletter of



EQUIPMENT
DISTRIBUTION
PROGRAM

Mission

To provide residents with access to the telecommunications network. And, to ensure residents receive quality and timely service.

1-800-222-3448 (Voice)
1-888-447-5620 (TTY)
Web Site: www.ftri.org

Florida
Telecommunications
Relay, Inc.
1311 N. Paul Russell Road
Suite 101B
Tallahassee, FL 32301

Summer 2000 Edition

The Florida Link is FTRI's semiannual newsletter—your source for news and information on your telephone equipment and resources. This newsletter is mailed to everyone who has FTRI equipment. Should you have a change of address, please contact us at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY) so that you don't miss an issue. Summer and winter issues will now be published.



Sprint is Coming!

Sprint is Coming!

Like Paul Revere, we're here to spread the news. You'll now have even more independence starting June 1, 2000, when Sprint begins to provide Florida Relay Service (FRS) for the Sunshine State. This system, which uses Sprint's network and technology, will provide you with new features and services. And, of course, all of your current FRS features will still be available.

◆ **Access Numbers:** The FRS access numbers will remain the same.

- **TTY: 1-800-955-8771**
- **Voice: 1-800-955-8770**
- **ASCII: 1-800-955-1339**

Here is a list of the services and features available with an explanation of the changes that will take place.

- **Sprint Relay Customer Service (TTY/ASCII/Voice):** 1-800-676-3777
- **Sprint OSD (Operator Service for the Deaf):** 1-800-855-4000—This operator service is "free" except for Directory

Assistance. Calling Directory Assistance through FRS will cost less.

- Please note that all 800, 877, and 888 numbers are toll free.

Two new FRS access numbers have been added, one for Spanish users and one for French Creole users. The new numbers are

- **Spanish:** 1-877-955-8773 (TTY/ASCII/Voice)—Available 24 hours a day
- **French Creole:** 1-877-955-8707 (TTY/ASCII/Voice)—Available from 8:00 a.m. to 2 a.m. daily

◆ **Translation Service:** Sprint will also provide Translation-to-English relay service from ASL-based text, Spanish, and French Creole.

◆ **Name Change:** Sprint relay operators are now called OPR. This has reduced the confusion and has lowered the rate of people hanging up because they are not familiar with the relay service according to Robert Giuntoli, Sprint Account Manager for Florida Relay Service. TTY and ASCII users will see "FL RELAY OPR (ID

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LET FREEDOM ((RING))

Acronyms

Here is a list of acronyms you will frequently see used in the newsletter. You may want to keep this list to refer to.

FRS (Florida Relay Service) Acronyms:

- OPR—Operator
- GA—Go Ahead
- SK—Good-bye
- SKSK—Stop keying
- CD—Could
- CUL—See you later
- CUZ—Because
- HD—Hold
- MTG—Meeting
- NBR—Number
- OIC—Oh, I see
- PLS—Please
- Q—Question mark
- R—Are
- SHD—Should
- TMW—Tomorrow
- U—You
- UR—Your
- PC—Personal Computer

FTRI (Florida Telecommu- nications Relay, Inc.) Acronyms:

- TTY—Text Telephone, also known as a Telecommunications Device for the Deaf or TDD
- VCPH—Volume Control Phone for the Hearing Impaired
- VCPS—Volume Control Phone for the Speech Impaired
- VCO—Voice Carry Over Phone
- VCO/HCO/TTY—Voice Carry Over/Hearing Carry Over/Text Telephone
- ILA—In-Line Amplifier
- ARS—Audible Ring Signaler
- TRS—Tactile Ring Signaler
- VRS—Visual Ring Signaler

To use FRS, call
1-800-955-8770 (Voice)
1-800-955-8771 (TTY)

To reach FTRI, call
1-800-222-3448 (Voice)
1-888-447-5620 (TTY)

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and Gender) GA” on their screens, while Voice users will hear “Florida Relay Service Operator (ID and Gender). May I have the number you are calling, please?”

- ◆ **Dialed Number Verification:** FRS TTY and ASCII users will be able to see the phone number that the OPR is dialing.
- ◆ **Directory Assistance:** FRS users can ask OPR for directory assistance; however, all surcharges will be billed to you, the caller.
- ◆ **Emergency Assistance:** It is strongly recommended that you dial 911 for emergency assistance. If you dial FRS for emergency assistance, FRS will provide relay service to your local emergency contacts.
- ◆ **Error Correction:** Sprint is equipped with software that automatically corrects common typing errors made by the OPR.
- ◆ **Hearing Carry Over (HCO):** HCO allows people with speech impairment who can hear to listen directly to the person they are calling and then type their replies through the relay service. Standard HCO, HCO to HCO, HCO to VCO, and HCO to TTY will be available.
- ◆ **International Relay Call:** Out-bound calls can be made through FRS. For inbound calls, dial 1-605-224-1837, followed by the USA country code and the city code. Toll charges only apply to the international origination point to the 605 number. For ex-

ample, if people here want to call Canada, Mexico, or other countries, they can dial FRS and give the OPR the number they are calling. If they are in other countries, they will need to dial the American access number and (605) 224-1837. It will point them to our relay number. Charges will apply from the place (out of county) to the 605 access number, not from the 605 number to the called party. For example, if a person in London, England, wants to make a relay call to a person in Tampa, Florida, he or she would be charged from the London number to the 605 number for the duration that he or she is connected to the relay OPR, and would not be billed any additional charge from the 605 number to the called party in Tampa. The person would pay only for the first leg of the call.

- ◆ **Last Number Redial:** Callers can request the OPR to redial the last number dialed from the last time they used the relay from their phone.
- ◆ **Machine Recording Capabilities:** This feature allows the OPR to record messages at his or her workstation. As the OPR types a message, the OPR can replay the recorded message. This reduces redials to the voice recording numbers and allows the OPR to type an entire message the first time.
- ◆ **Roaming:** FRS users can originate a relay call from anywhere in or out of state to

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Florida or any other state using FRS. Local calls are free; but alternate billing options are required for toll calls (long distance).

◆ **Transfer Gate Capability:**

FRS callers can request to be transferred to the Spanish, French Creole, TTY Operator Service, or Customer Service while on line with the FRS OPR.

◆ **Variable Time Stamp**

Macro: This feature allows TTY callers to be informed when their called party disconnects the call.



◆ **Voice Carry Over (VCO):**

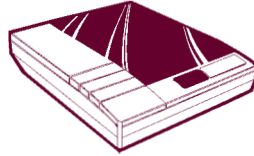
VCO allows a hard-of-hearing user to speak directly to a hearing person, who will then reply through the relay service to the user of text telephones.

Standard VCO, VCO to VCO, VCO to HCO, 2-line VCO, Reverse 2 Line VCO, and VCO with Privacy and no "GA" will be available.

FRS Features:

◆ **Answering Machine Retrieval:**

TTY users will be able to retrieve voice messages from their answering machine or voice mail through FRS.



◆ **Carrier of Choice:** Your long distance relay calls will be billed by Sprint automatically. If you want your long distance calls to be billed to your preferred long distance company, please inform the OPR before you make a call or fill out a Customer Database Profile form (a copy is provided in this newsletter). Sprint gives an automatic 50% discount to their customers who use FRS. If relay users ask for a different carrier of choice, this 50% discount does not apply. If people make long distance calls through FRS and do not ask for a specific carrier of choice, then their long distance charge will be handled by Sprint by default, and then Sprint would provide the 50% discount.

For more information, please see our Web site at www.sprintbiz.com/gsd/sprint_relay/

Special Notice to FTRI Clients

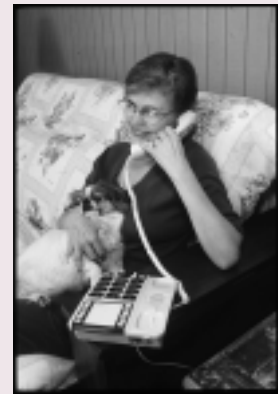
Please do not call Walker or Ameriphone for RA Number. Effective immediately, if you need assistance, please call FTRI's toll-free number at 1-800-222-3448 (V) or 1-888-447-5620 (TTY).

What About YOU?

"How has the specialized equipment (and/or relay service) helped you?"

You could be selected and featured in an upcoming newsletter or outreach campaign by sharing your comments or story. If possible, please enclose a picture of yourself and mail to

FTRI—Outreach
1311 N. Paul Russell Rd.
Suite 101B
Tallahassee, FL
32301-4860



"I can hear every word clearly with my FTRI phone, even the once-inaudible mid-range frequencies."

—Carol Sanfilippo

Be sure to check out our Web site:

www.ftri.org

Customer Database Profile

On the back of this page is the **Customer Database Profile**. This form is optional. If you do not wish to fill it out without assistance or do not understand it, you do not have to complete it. However, if you do decide to complete the form, return it to the address at the bottom of this page.

The information will be entered into the database. When you make a call, the information will automatically activate on the OPR's screen. This will expedite the call setup and display your preference on how the OPR should handle the call.

Use these instructions to complete the form.

Name, Address, Phone Number

- ◆ Please use your street address, not a post office box. This could save valuable time when calling for emergency service.

Long Distance Profile

- ◆ **Intralata**: For in-state long distance, if the call cannot be billed by your local phone company, which long distance carrier do you prefer? Choose only one.
- ◆ **Interlata**: Which long distance carrier do you prefer to bill your out-of-state long distance calls? Choose one.

Please list your preferred long distance carrier in Customer Notes at the bottom of the form.

- ◆ **Preferred Billing Method**: Calls are currently charged to the number you are calling from. If you do not want your calls billed this way, please choose an option.

Outdial Restrictions

Please mark the restrictions you would like.

- ◆ **Long Distance**: No calls will be placed through the Relay that will cost you.
- ◆ **International**: Restrict all Relay calls to an international phone number.
- ◆ **Directory Assistance**: Restrict all calls to directory assistance.
- ◆ **Operator Assistance**: Restrict all Relay calls that would require operator assistance via Relay.
- ◆ **976 & 900 Numbers**: Not available through Relay. To block outgoing 900 or 976 numbers, contact your local telephone company.
- ◆ **800 Numbers**: Restrict all Relay calls to toll-free 800 numbers.

Phone Number Profile

- ◆ **Frequently Dialed Numbers**: This will allow you to "speed dial" your calls through the Relay. Please provide the name (up to 9 letters/spaces) and the area code with the phone number. You may enter up to 10 frequently dialed numbers.
- ◆ **Emergency Numbers**: This will allow you to enter up to five emergency numbers, such as fire, doctor, police, etc. Please provide the name (up to 9 letters/spaces) and the area code with complete phone number.
- ◆ **Blocked Numbers**: You may enter up to 5 telephone numbers from which you do not wish to receive Relay calls. Please provide the area code and phone number.

Answer Type

- ◆ This allows the Relay operator to be aware as to how you will answer the phone when Relay is calling you.

Language Type

- ◆ This tells the agent the language you will use when Relay calls you.

Customer Notes

- ◆ This tells the Relay operator of requests that you have when using the Relay service. You can have up to three notes, with 76 characters/spaces per note. If you have three notes and add a new note, the oldest note will be dropped. For example, you can put in your voice mail number and personal identification number (PIN) there for the OPR to use when calling FRS to retrieve messages.

Reference Number

- ◆ Please make a special note of your Reference Number, located on the bottom of your Profile form. Please write this number down and save it for future use. When you call Sprint Relay Customer Service, we will need the Reference Number in order to discuss your database entries. To ensure your privacy, without the Reference Number, we will communicate through the mail. When you have completed the form, please return it to

**SPRINT RELAY
CUSTOMER SERVICE
P.O. Box 29230
Shawnee Mission, KS
66201-9230**

Toll-free Fax: 1-877-877-3291

If you have any questions, please call 1-800-676-3777 (V/TTY).



TRS Customer Database Profile

Last Name:	
First Name and Middle Initial:	
Area Code and Phone Number:	
Street Address:	
City, State, Zip:	

Long Distance Profile:

Intralata (in state)	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> MCI
Interlata (out of state)	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> MCI
Preferred Billing Method:	<input type="checkbox"/> Collect		
	<input type="checkbox"/> Third Party:	Phone Number:	
	<input type="checkbox"/> Calling Card:	Calling Card Name:	
		Card Number:	

Outdial Restrictions:

<input type="checkbox"/> Long Distance Calls	<input type="checkbox"/> International	<input type="checkbox"/> 800#
<input type="checkbox"/> Operator Assistance	<input type="checkbox"/> Directory Assistance	

Phone Numbers Profile:

Frequently Dialed Numbers			Emergency Numbers		
	Name	Phone Number		Name	Phone Number
1.			1.		
2.			2.		
3.			3.		
4.			4.		
5.			5.		
6.			Blocked Numbers		
7.			Call Block 1:		
8.			Call Block 2:		
9.			Call Block 3:		
10.			Call Block 4:		
<i>Note: Limit 9 characters per name</i>			Call Block 5:		

Answer Type:	<input type="checkbox"/> TTY	<input type="checkbox"/> VOICE	<input type="checkbox"/> VCO	<input type="checkbox"/> HCO
	<input type="checkbox"/> ASCII-300	<input type="checkbox"/> ASCII-1200	<input type="checkbox"/> ASCII-2400	
Language Type:	<input type="checkbox"/> English	<input type="checkbox"/> Spanish	<input type="checkbox"/> ASL	
Customer Notes: <small>Note: Limit 76 characters per note</small>	1.			
	2.			
	3.			

Reference Number: _____

Date: _____

Signature: _____

When completed please return to:
Fax: 877-877-3291

Sprint TRS Customer Service
P.O. Box 29230
Shawnee Mission, KS 66201-9230

Revised 9/30/98

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CUSTOMER SERVICE

FTRI is committed to making sure all clients receive excellent service. If you have a concern or comment about any service you receive from an RDC, TA, or the central office, please call

1-800-222-3448 (Voice)

1-888-447-5620 (TTY)

Monday–Friday, 8:30 a.m.–5:00 p.m.

We will be happy to assist you. **THANK YOU!**

VISIT www.ftri.org



FLORIDA PUBLIC SERVICE COMMISSION

The FPSC regulates Florida's utilities, and is responsible for overseeing TASA. If you have a problem or question, you can call or write the FPSC for assistance.

TO CALL:

1-800-342-3552 (Voice) menu only

TTY users must call through FRS using the same number. Once the menu starts, ask the Relay operator (OPR) to press the number **2**. Then wait for a person to answer your call to start your conversation.

If writing, mail to:

FPSC, 2540 Shumard Oak Blvd., Tallahassee, FL 32399

Fax number: 1-800-511-0809

FPSC home page: <http://www.seci.net/psc>

Who do you know?

WOW! The FTRI Outreach phones have been ringing off the hook since the last newsletter. FTRI sincerely appreciates the responses and the requests for outreach presentations throughout Florida. Let's keep spreading the word and keep thinking of people, groups, organizations, and businesses that would enjoy having an FTRI presentation and having demonstrations on the specialized telecommunications equipment.

To contact FTRI for an Outreach presentation, please call

1-800-222-3448 (Voice)

1-888-447-5620 (TTY)

E-mail address:

ftrioutrch@aol.com