



COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

October 1, 2018

GLADYS M. BROWN
CHAIRMAN

The Honorable Tom Wolf
Governor of Pennsylvania
Room 225 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Governor Wolf:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA), the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2018 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as "Newslines"). 35 P.S. §§ 6701.1 – 6701.4.¹ The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. 35 P.S. §§ 6701.3 and 6701.3(a). Both the TDD Program and the PMAS Program are currently funded by the Telecommunication Relay Service (TRS) surcharge. The Commission administers the TRS Fund pursuant to Section 6701.4(c) of UTPMAA. 35 P.S. § 6701.4(c).

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; 4) OVR reported information; and 5) Commission Conclusion. An electronic version of this report is available on the Commission's website.²

Very truly yours,

Gladys M. Brown
Chairman

Enclosure

cc: Pennsylvania Telephone Relay Service (TRS), Docket No. M-00900239
2018 Pennsylvania Telephone Relay Service, Docket No. M-2018-2640816

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.

² http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx, scroll down to "2018 Legislative Report on the TDD Program."



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October 1, 2018

GLADYS M. BROWN
CHAIRMAN

The Honorable Mike Stack
Lieutenant Governor of Pennsylvania
Room 200 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Stack:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA), the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2018 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as "Newline"). 35 P.S. §§ 6701.1 – 6701.4.¹ The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. 35 P.S. §§ 6701.3 and 6701.3(a). Both the TDD Program and the PMAS Program are currently funded by the Telecommunication Relay Service (TRS) surcharge. The Commission administers the TRS Fund pursuant to Section 6701.4(c) of UTPMAA. 35 P.S. § 6701.4(c).

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October 1, 2018

GLADYS M. BROWN
CHAIRMAN

TO THE MEMBERS OF THE GENERAL ASSEMBLY
OF THE COMMONWEALTH OF PENNSYLVANIA:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA), the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2018 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as "Newslines"). 35 P.S. §§ 6701.1 – 6701.4.¹ The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. 35 P.S. §§ 6701.3 and 6701.3(a). Both the TDD Program and the PMAS Program are currently funded by the Telecommunication Relay Service (TRS) surcharge. The Commission administers the TRS Fund pursuant to Section 6701.4(c) of UTPMAA. 35 P.S. § 6701.4(c).

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; 4) OVR reported information; and 5) Commission Conclusion. An electronic version of this report is available on the Commission's website.²

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¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.

² http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx, scroll down to "2018 Legislative Report on the TDD Program."

**ANNUAL REPORT OF THE
FISCAL STATUS AND OPERATIONS OF THE
TELECOMMUNICATIONS DEVICE DISTRIBUTION PROGRAM
AND
THE PRINT MEDIA ACCESS SYSTEM PROGRAM**

**SUBMITTED BY
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

OCTOBER 1, 2018

In compliance with Section 6701.4(e),¹ of the Universal Telecommunications and Print Media Access Act (UTPMAA),² the Pennsylvania Public Utility Commission (Commission or PUC) respectfully submits this 2018 Annual Report³ relating to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program).

Both the TDD Program and the PMAS Program are currently funded by the Telecommunication Relay Service (TRS) surcharge.⁴ The Commission administers the TRS Fund pursuant to Section 6701.4(c) of UTPMAA. The TRS surcharge is collected from traditional landline telephone customers and some Voice over Internet Protocol (VoIP) telephone customers in Pennsylvania.

The TDD Program provides telecommunication devices for people with disabilities who qualify under the UTPMAA. The TDD Program is overseen by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Section 6701.3 of the UTPMAA. OVR contracts with the Institute on Disabilities at Temple University (IDT), in Philadelphia, Pennsylvania, to manage the TDD Program. Pennsylvania's Initiative on Assistive Technology (PIAT), an IDT program, provides assistive technology services and resources.⁵

The PMAS Program provides access via telephone to print media for "persons who are blind." The PMAS Program is operated by L&I's Bureau of Blindness and Visual Services (BBVS) and overseen by OVR pursuant to Section 6701.3(a) of the UTPMAA.

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.

² 35 P.S. §§ 6701.1 – 6701.4; Act 34 of 1995, as amended by Act 174 of 2004; (UTPMAA).

³ An electronic version of this report is available on the Commission's website:

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx; scroll down to "2018 Legislative Report on the TDD Program."

⁴ 35 P.S. § 6701.4(c) provides that the TDD Program *shall* be funded by the TRS surcharge and that the PMAS Program *may* be funded by the TRS surcharge (emphasis added). Initially, the PMAS Program was funded through special grants; however, beginning in July 2006, it has been funded entirely from the TRS surcharge.

⁵ <https://www.temple.edu/instituteondisabilities/programs/>.

Access is currently provided through the National Federation of the Blind (NFB) reading service, known as “NFB Newsline.”

The Commission provides assistance to OVR, BBVS, and PIAT in accordance with the UTPMAA.

Currently under review is a proposal to expand the TDD Program by continuing a recently completed Wireless Expansion Initiative (WEI) Pilot.⁶ The WEI Pilot final report was prepared by IDT and formally filed by OVR with the Secretary of the Commission on June 13, 2018. It remains under Commission consideration.

CALCULATION OF THE TRS SURCHARGE AND USE OF THE TRS FUND FOR THE TDD PROGRAM AND THE PMAS PROGRAM

The Commission sets the monthly residential and business access line TRS surcharge. The TRS surcharge is reviewed annually and adjusted as necessary based on the number of wireline telephone access lines in service, the financial status of the TRS Fund, and the projected expenses of the TRS, the TDD Program, and the PMAS Program. Local Exchange Carriers (LECs) report their respective wireline access line counts as of December 31st by filing an Annual Access Line Summary Report with the Commission. Verizon and Comcast also report their VoIP lines.⁷ OVR submits projected budgets for the TDD Program and the PMAS Program. The current surcharge is set at \$0.08 per access line per month effective from July 1, 2018, through June 30, 2019.

Section 6701.4(c) provides, in pertinent part, that:

(c) Additional use of [TRS] surcharge. – The [TDD] Program shall be funded and the [PMAS] Program may be funded by the [TRS] surcharge, as calculated by the commission on an annual basis under the methodology established by the commission in order[s] entered May 29, 1990, and July 9, 1990, at Docket Number M-00900239, and as subsequently modified by the commission. . . . A portion of the surcharge may be used to fund the [PMAS] Program. The surcharge shall not be used to fund administrative costs of [TRS], [the TDD] Program or the [PMAS] Program.

⁶ On May 25, 2015, at Docket No. P-2015-2484229, OVR filed a petition with the Commission seeking funding from the TRS surcharge to fund a two-year wireless pilot program entitled “Wireless Expansion Initiative: Promoting Telecommunications Equity for People with Disabilities in Pennsylvania.” OVR asserted the WEI Pilot would provide needed data for a potential expansion of the TDD Program to include the availability, distribution, and funding of adaptive wireless equipment devices to end-users on a permanent and statewide basis consistent with the statutory eligibility requirements of the TDD Program. By order entered July 8, 2015, the Commission granted the petition at Docket No. P-2015-2484229, allowing the WEI Pilot to proceed with funding from the TRS Fund. On January 11, 2016, Temple University’s Institutional Review Board approved the human-element aspects of the WEI Pilot. The WEI Pilot was conducted by IDT in two Phases: Phase I with 10 eligible participants lasting approximately six months and Phase II with 28 eligible participants lasting about four months. The phases did not run concurrently.

⁷ Section 2251.6(1)(ii) of the Pennsylvania VoIP Freedom Act, 73 P.S. § 2251.6(1)(ii).

The Commission calculates the TRS surcharge component for each program separately on a per wireline access percentage basis. A copy of the Commission's Order entered on June 13, 2018, at Docket No. M-2018-2640814, approving the current TRS surcharge and TDD Program and PMAS Program allocation percentages of the surcharge rate, is attached as Public Utility Commission Attachment A.

TDD PROGRAM

On March 30, 2018, OVR filed a budget with the Commission for the TDD Program for the ensuing year. The TDD Program budget for July 1, 2018, through June 30, 2019, as submitted by OVR, is \$272,917, compared to \$349,899 for the budget year 2017-2018. OVR's 2018-2019 budget proposal estimated that the costs for the TDD Program will be \$86,400 for equipment and \$186,517 for consumer education and outreach services. In addition, the budget calculations showed the quantity, unit cost, and total cost by type of telecommunications device. The 2018-2019 TDD Program budget does not include any WEI Pilot costs or projections for continuation of that initiative, which as stated, remains under review.

Based on the bills submitted to and paid from the TDD Program sub-account for the 2017-2018 TDD Program year, the TDD Program account began the 2018-2019 program year with a sufficient surplus to provide for the statutory TDD Program elements and maintain an adequate cash flow reserve.

TDD Program Sub-Account
For the period of July 1, 2017, to June 30, 2018

Beginning Balance on July 1, 2017	\$676,163.46
Revenue from the TRS surcharge	\$395,541.68
Earned net investment income	\$7,918.91
Distributed equipment costs	(\$25,121.31)
Consumer education and outreach	(\$193,900.52)
WEI pilot program equipment	(\$5,700.00)
WEI pilot program education & outreach	(\$9,409.53)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$2,015.22)
Ending Balance on June 30, 2018	\$843,477.47

The Commission is allocating ten percent of the total TRS surcharge revenues to the TDD Program for the 2018-2019 TRS surcharge recalculation year. (See Public Utility Commission Attachment A.)

PMAS PROGRAM

On March 30, 2018, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMAS Program budget for July 1, 2018, through June 30, 2019, as submitted by BBVS, is \$182,615, compared to \$178,801 for the budget year 2017-2018. BBVS' 2018-2019 budget proposal estimated that the costs will include twenty-five participating newspapers, annual service fee, annual newspaper maintenance and distribution fee, Pennsylvania Specific Alerts service, marketing and outreach, and a one-year

telecommunications subscription fee for the system over which users can hear selected print media being read aloud.

Based on the bills submitted to and paid from the PMAS Program sub-account for the 2017-2018 PMAS Program year, the PMAS Program sub-account began the 2018-2019 year with a sufficient surplus to provide for the statutory PMAS Program elements and maintain an adequate cash flow reserve.

PMAS Program Sub-Account
For the period of July 1, 2017, to June 30, 2018

Beginning Balance on July 1, 2017	\$490,604.25
Revenue from the TRS surcharge	\$212,319.70
Earned net investment income	\$5,980.08
NFB Newslines annual element costs	(\$111,569.25)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$1,530.13)
Ending Balance at June 30, 2018	\$595,804.65

The NFB Newslines invoice payment historically was made annually in October for the entire contract year. BBVS now has a quarterly invoice and payment arrangement with NFB Newslines. This new payment arrangement spreads the expense over the contract year which requires a lower fund balance at the start of a PMAS Program year. The Commission is allocating five percent of the total TRS surcharge revenues to the PMAS Program for the 2018-2019 TRS surcharge recalculation year. (See Public Utility Commission Attachment A.)

OVR INFORMATION

Pursuant to Section 6701.4(e)(2), OVR submitted to the Commission information on the TDD Program and the PMAS Program. The OVR submission is attached as Public Utility Commission Attachment B.

PUBLIC UTILITY COMMISSION CONCLUSION

The Commission has been responsive to the needs of the residents of Pennsylvania who depend upon the TDD Program and the PMAS Program and is compliant with the directives of the UTPMAA. The Commission will continue to be attentive to OVR’s implementation of the TDD Program and PMAS Program and the Commission’s funding oversight and responsibilities relative to the TDD Program and PMAS Program.

The Commission’s Bureau of Audits, with the assistance of OVR, conducts audits of the TDD Program and the PMAS Program. The objectives and scope of the audits are to determine that only qualified individuals received TDD Program equipment; that the consumer educator properly and accurately charged the TRS Fund for services provided; that only qualified bidders were awarded contracts through the request for proposal process; that equipment and service contractors properly invoiced the TRS Fund; and that all monies withdrawn from the TDD Program sub-account and PMAS Program sub-account were used only for qualifying TDD Program and PMAS Program services and equipment.

On April 24, 2018, at Docket No. D-2018-3001207, the Bureau of Audits initiated an audit of the TDD Program and the PMAS Program for the twelve-month periods ended June 30, 2016, June 30, 2015, and June 30, 2014. The previous audit at Docket No. D-2014-2406981 was released on June 12, 2015. The report included two procedural findings which will be followed up on during the current audit.

ATTACHMENTS (2):

Public Utility Commission Attachment A: Commission's Order Approving New Surcharge Rates

Public Utility Commission Attachment B: TDD Program Information Submitted by OVR and PMAS Program Information Submitted by OVR/BBVS

PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265

Public Meeting held May 17, 2018

Commissioners Present:

Gladys M. Brown, Chairman
Andrew G. Place, Vice Chairman
Norman J. Kennard, Joint Statement, dissenting
David W. Sweet
John F. Coleman, Jr., Joint Statement, dissenting

Recalculation of the Pennsylvania
Telecommunications Relay Service Surcharge

M-2018-2640814
M-00900239

OPINION AND ORDER

BY THE COMMISSION:

Before the Pennsylvania Public Utility Commission (Commission) for consideration and disposition is the annual recalculation of the Pennsylvania Telecommunications Relay Service (TRS or Relay)¹ and surcharge funding mechanism (TRS surcharge) as it will apply to residential and business wireline access lines for the period July 1, 2018 through June 30, 2019. This recalculation is made in accordance with our May 29, 1990 Order at Docket No. M-00900239 (*May 1990 Order*) and subsequent Commission Orders and legislation. For the reasons stated herein, the monthly

¹ Additional information on TRS may be found at http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx.

residential and business access line surcharge will be retained at the current \$0.08 per line per month level.

Background

The surcharge at issue supports Pennsylvania's TRS program under the Universal Telecommunications and Print Media Access Act (UTPMAA).² TRS provides telephone transmission services that allow for qualified persons who are hearing or visually impaired, and who require appropriate technology in order to access telecommunications services, to communicate by wire or radio in a functionally equivalent manner as do non-disabled persons. The Commission is charged with designing and implementing a TRS program that also satisfies the requirements of the Americans with Disabilities Act of 1990 and Section 225 of the federal Telecommunications Act of 1996, 47 U.S.C. § 225 (*TA96*).

In *TA96*, Congress addressed common carrier obligations to provide service to hearing or speech impaired individuals in compliance with federal mandates governing interstate and intrastate telecommunications and state certification that such programs comply with federal mandates.³

² See Act 34 of 1995, 35 P.S. §§ 6701.1 – 6701.4 (the statutory provisions were amended by Act 181 of 2002 to be more inclusive of persons with disabilities), establishing the Telecommunication Device Distribution Program (TDDP) to be funded by the TRS surcharge and which codified the Pennsylvania Relay service and use of the TRS surcharge funding mechanism; and Act 174 of 2004 (Act 174), 35 P.S. § 6701.3a, which established the Print Media Access System Program (PMASP). PMASP is a reading service for persons with certain vision-related physical disabilities. The law is now called the “Universal Telecommunications and Print Media Access Act.”

³ 47 U.S.C. §§ 225(b)(2) and (f).

In addition to providing equipment at no charge to qualified individuals that enable them to engage in telecommunications access on a functionally equivalent basis as non-impaired individuals, the TRS program provides public education so that consumers are more familiar with, and can use, TRS to access the Public Switched Network (PSN), a network that provides telecommunications and broadband access, and other telecommunications services.

Currently the TRS surcharge funds three individual programs: (1) Relay (TTY style, Speech-to-Speech, Spanish Relay, and Captioned Telephone Relay Service (CTRS)); (2) TDDP; and (3) the Wireless Expansion Initiative (WEI) – a two-year pilot program. Additionally, the surcharge funds the PMASP, the TRS Advisory Board activities,⁴ and the Pennsylvania TRS Fund (Fund) administration costs. Administration of the TDDP program is tasked to the Executive Director of the Office of Vocational Rehabilitation (OVR) of the Department of Labor and Industry (L&I).

By statute, the Commission is charged with annually calculating the TRS program surcharge based on an annual budget. *See* Act 34, *as amended*, and Act 174, *supra*, 35 P.S. § 6701.4(c). The surcharge in its present form is assessed at the rate of \$0.08 per wireline residential and business access line per month. This is, generally, \$0.96 per year for a typical residential customer.

The annual TRS surcharge recalculation is dependent on data from several sources. Local Exchange Carriers (LECs)⁵ submit annual wireline access line counts

⁴ The Pennsylvania TRS Advisory Board was established pursuant to Commission Order entered May 29, 1990. The TRS Advisory Board's By-Laws and quarterly meeting schedule can be found at:
http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service/trs_advisory_board.aspx

⁵ LECs include both incumbent and competitive local exchange carriers.

pursuant to 52 Pa. Code § 63.37. The intrastate relay services provider, Hamilton Relay, Inc.,⁶ submitted the estimated minutes of use and charges for July 1, 2018, through June 30, 2019. Hamilton Telephone Company d/b/a Hamilton Telecommunications submitted the estimated minutes-of-use report for TRS and captioned telephone relay service or CTRS. OVR submitted the 2018-2019 TDDP budget and the 2018-2019 PMASP budget. U.S. Bank,⁷ the Fund Administrator, additionally provided a statement of the financial status of the Fund.⁸

Discussion

Surcharge for 2018 – 2019

On review of the data submitted, combined residential and business wireline access lines reported by LECs for 2017 and adjusted for Centrex lines are estimated to be 4,550,000. In our Opinion and Order establishing the TRS Surcharge for 2017-2018, we determined to retain the applicable surcharge at \$0.08 on consideration of two potentially impactful expense liabilities which remained unresolved at that time. *See Recalculation of the Pennsylvania Telecommunications Relay Service Surcharge*, Docket

⁶ Hamilton Relay, Inc. (Hamilton) holds the TRS Certificate of Public Convenience to provide TRS throughout the Commonwealth of Pennsylvania. The Commission approved Hamilton's filed Application by Order entered December 4, 2014, at Docket No. A-2014-2447601.

⁷ As a result of mergers, acquisitions, and name changes, Fund administration has been handled by Hamilton Bank (1990), CoreStates Bank N.A. (1995), First Union National Bank (1999), Wachovia Bank, N.A. (2002), and U.S. Bank Institutional Trust & Custody (2006).

⁸ Separate accounts are maintained for the portions of the surcharge allocated to Relay, TDDP, and PMASP. TRS Advisory Board expenses, CTRS, and outreach activities are funded from the Relay account; TRS Fund administration costs are drawn from each respective account.

Nos. M-2017-2582552; M-00900239 (Order entered June 27, 2017) (*2017-2018 TRS Surcharge Order*).

First, there was the WEI pilot. When our TRS program commenced, communications assistance was provided over traditional telecommunications equipment – wireline service through wireline equipment available at fixed locations. In 2015, however, spurred by declining adoption of traditional TRS wireline assistive devices and consumers’ increased reliance on wireless technology, the OVR petitioned this Commission to engage in a pilot wireless program consistent with Pennsylvania law.⁹

In that program, we undertook to evaluate the feasibility and efficacy of fulfilling our mandate to provide qualified individuals communications assistance in using modern technology. We recognized that wireless and internet-based communications were becoming increasingly essential to consumers, including people with disabilities, and that assistive programs should keep pace. In doing so, we joined commissions in California, Texas, Maryland, Minnesota, Missouri, Colorado, Kansas, Kentucky, New Mexico, and Wyoming on the forefront of moving telecommunications relay assistance into the 21st century.

As noted in the *2017-2018 TRS Surcharge Order*:

[T]he WEI is a two-year pilot program. This program was initiated by an order of this Commission in *Petition of Department of Labor & Industry Office of Vocational Rehabilitation for a Proposed Pilot for Distribution of Telecommunications Relay Service Wireless Equipment to People with Disabilities in Pennsylvania, et al.*, Docket No. P-2015-2484229, *et al.* (Order entered July 8, 2015) (*July*

⁹ *Petition of Department of Labor & Industry Office of Vocational Rehabilitation for a Proposed Pilot for Distribution of Telecommunications Relay Service Wireless Equipment to People with Disabilities in Pennsylvania*, Docket No. P-2015-2484229 (Order entered July 8, 2015) (*WEI Pilot Order*); 35 P.S. §§ 6701.1 – 6701.4.

2015 Order), and pursuant to the UTPMAA. Because the UTPMAA includes communications service by wire or radio, we authorized this pilot to acknowledge the evolving landscape of telecommunications services from exclusively traditional landline based wireline facilities to multiple technology-based communications services, including but not limited to wireless and Voice over Internet Protocol services, and to test our need to further our obligations under federal and state law to provide services to the disabled under an increasingly changing technological construct.

Under the pilot WEI, we authorized the conduct and funding of a project designed to test the availability and use of wireless devices by a limited number of eligible Pennsylvanians with disabilities for a limited period.

* * *

Further, under the WEI pilot, we built in reporting requirements meant to assess the program.

* * *

The estimated and actual access lines assessed to support this TRS program, including the WEI pilot, have declined markedly from 2011 through 2016, from approximately 6.1 million as of December 31, 2011, to approximately 4.7 million 5 years later. Further, the current WEI is funded exclusively by wireline assessments with no contribution from the wireless providers who provide service to WEI consumers, an issue we recognized in authorizing the pilot but for which we then deferred, and continue to defer, action through at least the full conduct of the pilot.

2017-2018 TRS Surcharge Order at 4-5 (note omitted).

Upon completion and the evaluation of the WEI pilot, our staff is to make a recommendation consistent with our July 8, 2015 Order approving the pilot program.¹⁰

¹⁰ *WEI Pilot Order*, Ordering Paragraph 8 at 16-17.

The evaluation of this pilot remains, at best, in a state of flux. And we still lack the benefit of our staff recommendation, without which we are hindered in our ability to analyze and determine the direction this program should take.

A concern raised by the WEI program is its reliance on TRS contributions from wireline customers to support a wireless expansion. This concern is valid, and we would benefit from our Staff's analysis of the ability to expand the contribution base of the Fund beyond the customers of wireline telecommunications services in Pennsylvania. The objectives of this program, however, are vital to ensuring that modern communications services remain available in a non-discriminatory fashion to all qualified individuals. This is particularly important as communications networks evolve technologically, rendering some traditional devices incompatible with modern networks. Further, we observe that no utility-based system of providing customer-support is perfect. All systems require that we reasonably consider the public interest and balance the interests of those who support the program against those who stand to benefit from it.

As reported in the WEI program administrator's evaluation, most participants expressed positive life changes from participating in the WEI – from feeling happier, safer, and more independent to “com[ing] alive again after all the discrimination [] experienced [from the] handicap.” This Commission has done far more, and at an equal if not far greater expense, to open our energy markets to competition and educate and assist those who wish to participate. *See, e.g., www.PAPowerSwitch.com.* In fulfilling our statutory mandate to ensure nondiscriminatory telecommunications capability for our most vulnerable population, we must discharge our duties in a manner that is not only financially-responsible but also technologically-effective.

Second, in our *2017-2018 TRS Surcharge Order* we addressed the notice of a proposed rulemaking pending before the Federal Communications Commission (FCC) involving Internet Protocol Captioned Telephone Service, or IP-related relay service.

This service is currently considered jurisdictionally interstate, but it also has an intrastate component. In this proceeding, which remains open, the FCC is contemplating shifting certain federal IP-CTS program costs to the states. *See In re Misuse of Internet Protocol (IP) Captioned Telephone Service, et al.*, CG Docket No. 13-24 *et al.*, (FCC Rel. August 26, 2013), Report and Order and Further Notice of Proposed Rulemaking. As long as this matter is pending, Pennsylvania remains under substantial risk of the potential for a jurisdictional cost shift from the federal to the state level because of the observable growth in IP-related relay service.

Additionally, we take official notice that in the intervening year since the *2017-2018 TRS Surcharge Order*, Hamilton, our TRS provider filed, and then withdrew, a proposed rate increase for its intrastate TRS.¹¹ This filing provides reason to believe that the provider may seek – as of yet – an undefined increase this year.

A mathematical assumption — that all other expense elements will remain the same — fails to sufficiently address all other concerns. The same uncertainties that governed our decision to retain the \$0.08 surcharge level in our *2017-2018 TRS Surcharge Order* still exist today and have not been explained away or otherwise sufficiently addressed. Accordingly, we shall retain the current \$0.08 per access line per month TRS surcharge. Retention of the current surcharge pending further resolution of these uncertainties ensures that the program has the resources to support whatever decisions are made on the WEI pilot, to respond to what could be significant cost increases to the program if the FCC ultimately allocates to the states certain costs currently borne by the federal TRS program, and to support a TRS rate increase if proposed by the provider and approved by this Commission.

¹¹ *See generally Hamilton Relay, Inc. Supplement No. 2 to Tariff TRS PA P.U.C. No. 1 et al.*, Docket Nos. R-2017-2639884, M-00900239 (Order entered February 9, 2018).

Based on the foregoing, and on consideration of the number of access lines, projected program costs (Relay, CTRS, TDDP, and PMASP), anticipated Pennsylvania TRS Advisory Board expenses, TRS Fund administration costs, and the financial status of the TRS Fund, the 2018-2019, the TRS surcharge rate for residential and business access lines will be retained at the current rate of \$0.08 per month. All TRS surcharge revenues shall continue to be remitted to the Fund Administrator.¹² The monthly surcharge allocation for each fund account will not change.¹³

Operations for 2018 – 2019

We shall continue our active oversight of the operations of the Pennsylvania Telecommunications Relay Service. Further, in accordance with 35 P.S. §§ 6701.3a & 4, we shall continue to collaborate with OVR and its TDDP administrator¹⁴ to ensure adequate funding for distribution of TDDP equipment to qualified Pennsylvanians. Further, we shall continue to assist OVR in its mission to ensure adequate funding for PMASP.

Audits

The Bureau of Audits (Audits) released its most recent TRS Audit Report on June 14, 2017, at Docket No. D-2016-2556222, for the twelve-month periods ended

¹² U.S. Bank Institutional Trust & Custody, Attn: Dina Buccieri, 50 S. 16th Street, Suite 2000, Philadelphia, PA 19102. Remittances are payable to the “PA Relay Service Fund” and designated for Relay. Bank wire instructions can be found on the remittance form.

¹³ The TRS surcharge appears as a single line item on customers’ bills but actually has three components (Relay, TDDP, and PMASP).

¹⁴ As of January 1, 2007, the TDD program is administered by Pennsylvania’s Initiative on Assistive Technology, Institute on Disabilities, Temple University.

February 29, 2016, February 28, 2015, February 28, 2014, and February 28, 2013. Audits is in process of beginning an audit of the TDDP and the PMASP for the twelve-month periods ended June 30, 2016, June 30, 2015, and June 30, 2014 at Docket No. D-2018-3001207.

Service of Paper Copies

In the past, our practice has been to serve the annual TRS surcharge recalculation order on every LEC in the Commonwealth in addition to each Relay service provider, the Office of Vocational Rehabilitation, the Office of Consumer Advocate, the Office of Small Business Advocate, the Pennsylvania Telephone Association, and the Fund Administrator. Consistent with the TRS surcharge recalculation order entered May 23, 2013, at Docket No. M-2013-2341301, we now serve paper copies of the annual TRS surcharge recalculation order only when there is a change in the TRS surcharge rate or other provision in the order requiring that the LECs file a tariff supplement or take other action. As this order does not change the set surcharge rate or require any other tariff changes in response to this order, paper copies will not be served. Additionally, we will continue to publish the recalculation orders in the *Pennsylvania Bulletin* and on the Commission's website.

Conclusion

The Commission has completed the annual recalculation of the TRS surcharge rate. The TRS surcharge rate for residential and business access lines to be applied beginning July 1, 2018, through June 30, 2019, will be retained at \$0.08 per month. We also note that paper copies of this order will not be served on the LECs as there is no change in the set surcharge rate and no new requirements on the LECs requiring tariff changes in response to this Order; **THEREFORE,**

IT IS ORDERED:

1. That for the period of July 1, 2018, through June 30, 2019, the TRS surcharge rate for residential and business access lines shall be retained at the current rate of \$0.08 per month, unless the Commission takes further action to revise the TRS surcharge rate prior to June 30, 2019.

2. That all local exchange carriers are directed to use the attached blank remittance form to remit the monthly TRS surcharge collections to the Fund Administrator. The blank remittance form shall be posted to the Commission's website. All local exchange carriers are required to collect and remit the TRS surcharge revenue with the completed remittance form monthly by the 20th of each month.

3. That the Law Bureau, with the assistance as necessary of the Bureau of Technical Utility Services, prepare an analysis of the ability to expand the contribution base that supports Telecommunications Relay Services.

4. That a copy of this Order be published in the *Pennsylvania Bulletin*.

5. That a copy of this Order be posted to the Commission's website.

BY THE COMMISSION



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: May 17, 2018

ORDER ENTERED: June 13, 2018

APPENDIX

REMITTANCE FORM FOR MONTHLY TRS SURCHARGE COLLECTIONS
 Effective July 1, 2018 through June 30, 2019 M-2018-2640814

All local exchange carriers are required to collect and remit the TRS surcharge revenue monthly, by the 20th of each month using the following format for the monthly remittance:

Pennsylvania TRS Surcharge

For the Month Ending _____

Number of **Residential** access lines _____
 X \$0.08 per line _____

Allocated:

TRS Relay 85.0 percent _____
 TDDP 10.0 percent _____
 PMASP 5.0 percent _____

Number of **Business** access lines _____
 X \$0.08 per line _____

Allocated:

TRS Relay 85.0 percent _____
 TDDP 10.0 percent _____
 PMASP 5.0 percent _____

Total Remittance _____

Make check payable to: **Pennsylvania TRS Fund**

Mail Report and payment to:	Wire Instructions:
U.S. Bank Institutional Trust & Custody Attn: Dina Buccieri 50 S. 16 th Street, Suite 2000 Philadelphia, PA 19102	BANK U.S. Bank N.A ADDRESS 60 Livingston Avenue, St Paul MN 55107-2292 ABA 091 000 022 BNF ITC Depository South & East ACCOUNT 173 103 781 832 OBI PA Relay ATTN: Dina Buccieri

Remittance for:

Company Name: _____

Utility Code: _____

Contact Person: _____

Voice Phone Number: () _____

FAX: () _____

E-mail address: _____

Authorized Signature: _____ *Date:* _____

Please direct any questions regarding the TRS Surcharge remittance to Mr. Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov.

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17105-3265

**Recalculation of the Pennsylvania
Telecommunications Relay Service
(TRS) Surcharge**

**Public Meeting held May 17, 2018
2582552-TUS
Docket No. M-2018-2640814**

**JOINT MOTION OF CHAIRMAN GLADYS M. BROWN AND
COMMISSIONER DAVID W. SWEET**

The case before us involves our annual recalculation of the Telecommunications Relay Service, or TRS, surcharge that supports Pennsylvania's TRS program under the Universal Telecommunications and Print Media Access Act, 35 P.S. §§ 6701.2-6701.4. The purpose of the TRS program is to provide assistance that allows qualified impaired individuals to access telecommunications services by wire or radio in as functionally-equivalent a manner as non-impaired individuals.

Our actions under state law must also satisfy the requirements of the Americans with Disabilities Act of 1990 and Section 225 of the federal Telecommunications Act of 1996. In the federal Telecommunications Act, Congress addressed common carrier obligations to provide service to hearing or speech-impaired individuals, including the requirement of state certification that state programs comply with federal mandates. In addition to providing equipment at no charge to qualified individuals that allows them nondiscriminatory access to telecommunications services, the program also provides public education on use of the network to access telecommunications, broadband access, and other devices and services.

When our TRS program commenced, communications assistance was provided over traditional telecommunications equipment – wireline service through wireline equipment available at fixed locations. In 2015, however, spurred by declining adoption of traditional TRS wireline assistive devices and consumers' increased reliance on wireless technology, the Department of Labor and Industry Office of Vocational Rehabilitation petitioned this Commission to engage in a pilot wireless program – the Wireless Expansion Initiative or WEI.¹

In that program, we undertook to evaluate the feasibility and efficacy of fulfilling our mandate to provide qualified individuals communications assistance in using modern technology. We recognized that wireless and internet-based communications were becoming increasingly essential to consumers, including people with disabilities, and that assistive programs should keep pace. In doing so, we joined commissions in California, Texas, Maryland, Minnesota, Missouri, Colorado, Kansas, Kentucky, New Mexico, and Wyoming on the forefront of moving telecommunications relay assistance into the 21st century. Upon completion and the

¹ *Petition of Department of Labor & Industry Office of Vocational Rehabilitation for a Proposed Pilot for Distribution of Telecommunications Relay Service Wireless Equipment to People with Disabilities in Pennsylvania*, Docket No. P-2015-2484229 (Order entered July 8, 2015).

evaluation of the pilot, our staff is to make a recommendation on its continuation, elimination, or modification.

In this year's report, as in last year's, staff recommends that the TRS surcharge for the next fiscal year be reduced to \$0.04 per line per month from its current rate of \$0.08. The rationale behind staff's recommendation this year is essentially the same as it was last year. That is, staff asserts that the TRS program's combined fund balances exceed their current needs. Staff further estimates that based upon existing expenses the current overall balance may be reduced over a period of five or more years, assuming the combined balance of all other expense elements remains static.

In our order last year, we declined to adopt staff's recommendation because two potentially impactful expense liabilities remained unresolved. First, there was the WEI pilot. The evaluation of this pilot remains, at best, in a state of flux. And we still lack the benefit of our staff recommendation, without which we are hindered in our ability to analyze and determine the direction this program should take.

Second there was a proposed rulemaking pending at the Federal Communications Commission involving Internet Protocol Captioned Telephone Service, or IP-related relay service. This service is currently considered jurisdictionally interstate, but it also has an intrastate component. In this proceeding, which remains open, the FCC is contemplating shifting certain federal IP-related program costs to the states. As long as this matter is pending, Pennsylvania remains under substantial risk that the FCC may effectuate a jurisdictional cost shift from the federal to the state level because of the observable growth in IP-related relay service.

We addressed these two concerns in our order last year. They remain unresolved this year. Additionally, in the intervening year, our TRS provider filed, and then withdrew, a proposed rate increase, giving us reason to believe the provider may seek – as of yet – an undefined increase this year.

A concern raised by this program is its reliance on TRS contributions from wireline customers to support a wireless expansion. This concern is valid, and we would benefit from our staff's analysis of the ability to expand the contribution base beyond the customers of our wireline industry. The objectives of this program, however, are vital to ensuring that modern communications services remain available in a non-discriminatory fashion to all qualified individuals. This is particularly important as communications networks evolve technologically, rendering some traditional devices incompatible with modern networks. Further, no utility-based system of providing customer-support is perfect, and all require that we reasonably balance the interests of those who support the program against those who benefit from it. In the instance of TRS support, the cost, at \$0.96 per year on a per-customer basis, is de minimis, yet the benefits are exponential.

As reported in the program administrator's evaluation, most participants expressed positive life changes from participating in the WEI – from feeling happier, safer, and more independent to “com[ing] alive again after all the discrimination [] experienced [from the] handicap.” We have done far more, and at an equal if not far greater expense, to open our energy

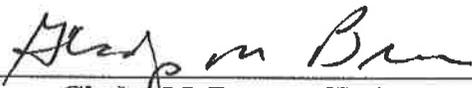
markets to competition and educate and assist those who wish to participate. In fulfilling our statutory mandate to ensure nondiscriminatory telecommunications capability for our most vulnerable population, we must discharge our duties in a manner that is not only financially-responsible but also technologically-effective.

For all these reasons, while we appreciate staff's concerns, we cannot accept their recommendation or the mathematical assumption – that all other expense elements will remain static – built into it.

Accordingly, we reject that recommendation and approve retention of the current \$0.08 per line per month TRS surcharge. Retention of the current surcharge pending further resolution of these uncertainties ensures that the program has the resources to support whatever decisions are made on the WEI pilot, to respond to what could be significant cost increases to the program if the FCC ultimately allocates to the states certain costs currently borne by the federal TRS program, and to support a TRS rate increase if proposed by the provider and approved by this Commission.

THEREFORE, WE MOVE THAT:

1. The recommendation be amended consistent with this Motion;
2. The Law Bureau, with the assistance as necessary of the Bureau of Technical Utility Services, prepare an analysis of the ability to expand the contribution base that supports Telecommunications Relay Services; and
3. The Office of Special Assistants prepare an Opinion and Order consistent with this Motion.



Gladys M. Brown, Chairman



David W. Sweet, Commissioner

Date: May 18, 2017

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PENNSYLVANIA 17120**

**Recalculation of the Pennsylvania and
Telecommunications Relay Service Surcharge**

**Public Meeting May 17, 2018
2640814-TUS
Docket No. M-2018-2640814**

**JOINT STATEMENT OF COMMISSIONERS JOHN F. COLEMAN, JR.
AND NORMAN J. KENNARD**

Before the Commission is the establishment of the Pennsylvania Telecommunications Relay Service (TRS or Relay) surcharge funding mechanism (TRS surcharge) for the period July 1, 2018 through June 30, 2019.

The monthly surcharge is usually set to recover the anticipated costs of providing calling services and equipment to individuals that are deaf, hard of hearing, deaf-blind or have difficulty speaking to make and receive telephone calls. The monthly surcharge funds three individual programs: the Relay service itself, the Telecommunications Device Distribution Program;¹ and the Print Media Access System Program.² The current contribution rate to fund these programs is \$0.08 per line per month. The surcharge is assessed only upon the customers of wireline Incumbent Local Exchange Carriers (ILECs) and Competitive Local Exchange Carriers (CLECs).

The fund is massively over collected. Although the per-customer impact of reducing the monthly TRS surcharge is minimal on a per customer basis, the aggregate amount collected is not. Last year, the amount collected was about \$4.5 million. The same \$0.08 surcharge, going forward, is anticipated to recover \$4,368,000 annually.³ On the other hand, the fund spent \$2,891,663.79 last year, and the budget for next year is \$2,296,400. At the \$0.08 per month surcharge rate, the fund is projected to grow by another \$2,071,600 this year.

Last year, we noted that the fund was over collected and agreed with the staff recommendation at that time to reduce the surcharge to \$0.04. The majority disagreed and, as a result, the excess balance grew a whopping \$1.7 million in one year. As a result, there is a total consolidated cash balance of almost \$10.4 million, greatly in excess – over 10 times – of the \$900,000 operating reserve that we have deemed prudent to ensure operation of these programs and services.

¹ This program provides specialized telecommunications devices, such as text telephones and amplifiers, at no charge to qualifying persons who are deaf or hard of hearing, or with speech and language disorders, or with a physical disability that prevents them from using standard telecommunication equipment.

² This program is a reading service for persons with certain vision-related physical disabilities.

³ Estimated Access Lines of 4,550,000 * \$0.08 * 12 months = \$4,368,000

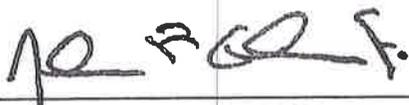
The over collection is so large that the programs and services could be run for four years with no surcharge and still be in the black. This year-after-year increasing surplus constitutes overcharging rate payers for the TRS services currently provided. We would never allow a utility to so grossly over collect (by a factor of four) under any other surcharge and not return the overcollection to the affected ratepayers.

As was recommended last year, staff proposes to lower the TRS surcharge rate to \$0.04 per line per month to reduce the over collection over a very conservative 5-year (or longer) period. This is a reasonable proposal, and we agree.

On the other hand, the Joint Motion proposes to maintain the surcharge rate at \$0.08, which means that the already enormous over collection will become even larger. The rationale in the Joint Motion for setting the TRS surcharge at \$0.08 is threefold. First, there is a concern that the Federal Communications Commission (FCC) *might* shift certain federal TRS program costs to the states. Second, there is a concern that the Commission, in the future, *might* decide to expand what is currently a limited pilot program of distributing iPads into a permanent wireless equipment distribution program.⁴ Third, the motion notes that our TRS provider may seek an undefined rate increase this year.

Certainly, facilitating access to TRS for some of Pennsylvania's most vulnerable citizens is a laudable objective. However, we do not support growing the currently excessive surplus on speculative grounds. Moreover, the Commission's ability to respond to a TRS provider rate increase, to respond to any changes to TRS at the federal level, or to proceed with a permanent wireless device distribution program would not be compromised by reducing the surcharge to \$0.04. In fact, staff projects that at the end of the 5-year period, a fund balance of \$7.5 million will remain, which leaves plenty of financial flexibility to address any changes in the TRS landscape. In addition, the TRS surcharge is set on an annual basis, which means that any need for additional funding in the future can be adequately addressed in future surcharge years.

For these reasons, we believe the current four-fold overcollection in the TRS surcharge should begin to be reduced and not expanded. Therefore, we do not support the proposed Joint Motion and will vote to approve the staff recommendation.



JOHN F. COLEMAN, JR.
COMMISSIONER



NORMAN J. KENNARD
COMMISSIONER

DATE: May 17, 2018

⁴ The Commission had a Wireless Equipment Initiative pilot program that recently ended, which was a 2-year pilot program to distribute a limited number of wireless devices to qualified users in the Philadelphia area. The pilot sought to evaluate the use of wireless devices and help determine whether there should be a permanent, statewide wireless device distribution program. The Commission currently is reviewing the results of the pilot and recommendations on next steps.

Public Utility Commission
Attachment B



August 22, 2018

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RECEIVED

2018 AUG 23 PM 12:24

PA PUC
SECRETARY'S BUREAU
FRONT DESK

RE: **Docket Number M-2018-2640816**

2018 Annual Legislative Report to the General Assembly

- Telecommunications Device Distribution Program (TDDP)
- Wireless Expansion Initiative
- Print Media Access System Program (PMASP)

Dear Ms. Chiavetta:

Attached is the information requested by the Pennsylvania Public Utility Commission (PUC) from the Office of Vocational Rehabilitation (OVR) for inclusion in the Annual Report to the Governor and Pennsylvania Legislature.

If you have any further questions, please do not hesitate to contact Mr. Howard Albrecht at (717) 783-3882 or halbrecht@pa.gov.

Sincerely,

Ryan Hyde, Acting Executive Director
Office of Vocational Rehabilitation

JB

Attachments: Temple University TDDP Annual Report 2017-2018
NFB Annual Newsline Report 2017-2018

cc: Kim Singleton, Temple University TDDP
Sandy McNally, Temple University TDDP
Eric Jeschke, PUC
Stan Swaintek, Director of Field Operations
Susan Neff, BBVS
Jennifer Wertz
Jill Moriconi, HGAC
Temple University TDDP File - Year 3 (Document #400019493)
National Federation of the Blind LOU File

**ANNUAL REPORT TO THE GENERAL ASSEMBLY
ACT 181-2002:
TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM
Docket Number M-2018-2640816**

IN OVERSEEING THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP), THE OFFICE OF VOCATIONAL REHABILITATION (OVR) REPORTS THE FOLLOWING FISCAL YEAR ACTIVITIES BEGINNING JULY 1, 2017 TO JUNE 30, 2018:

Background:

Act 181-2002 provided for the creation of the Telecommunication Device Distribution Program. The Act authorizes the collection of funds as calculated by the PA Public Utility Commission on an annual basis in order to pay for telecommunication equipment for eligible applicants. The Act identifies OVR in the Department of Labor and Industry as responsible for the oversight of the TDDP, but does not allow for administrative costs to be levied against the surcharge funds.

The Institute on Disabilities at Temple University, as designated by OVR, continues to administer the TDDP. Administrative activities are funded by OVR, with supplemental funds contributed by Pennsylvania's Initiative on Assistive Technology (federal dollars).

ELIGIBILITY REQUIREMENTS FOR THE TDDP:

- Be a resident of Pennsylvania.
- Qualify as a person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. A licensed physician, audiologist, speech pathologist or a representative of a qualified state agency (e.g. OVR Counselor, Department of Human Services (DHS) or Social Security Case Worker) must certify the disability.
- Have current landline telephone service and be capable of using the requested device(s).
- Be six years of age or older.
- Have an individual (not including family/household income) gross income of 200% of the Federal Poverty Level (FPL) or less (currently \$24,280 per year for a single individual).

OPERATION OF THE PROGRAM:

- During the fiscal year July 1, 2017 through June 30, 2018 the Institute on Disabilities provided the day-to-day operations of the TDDP. The Institute on Disabilities has a proven track record of providing assistive technology devices and services to Pennsylvanians with disabilities of all ages, as the lead agency for the implementation of the federal Assistive Technology Act in Pennsylvania (Pennsylvania's Initiative on Assistive Technology [PIAT]) and since 2012, as the certifying entity in Pennsylvania for the National Deaf-Blind Equipment Distribution Program, funded through the 21st Century Telecommunications Act. The Institute also serves as OVR's contractor for the implementation of the state-funded program, Pennsylvania's Assistive Technology Lending Library.
- The cross-disability Assistive Technology Advisory Committee (ATAC) for Pennsylvania's Initiative on Assistive Technology serves in an advisory capacity for the TDDP program. The ATAC is established by statute under the federal Assistive Technology Act.

APPLICATION FORMS:

- Applications are distributed by request through the US Mail, as well as through email and in person. Applications can also be downloaded from the Institute on Disabilities' website: <http://disabilities.temple.edu/tddp>. Applications are distributed through the statewide network of Assistive Technology Resource Centers (ATRCs) and TDDP Volunteer Centers created by PIAT. During this program year the Institute on Disabilities/PIAT received and reviewed a total of 256 individual applications. Of these, a total of 204 were determined eligible, and 4 were determined ineligible. As of June 30, 2018, eligibility determinations were still in process on approximately 14 incomplete applications. Also, 41 applicants who submitted incomplete applications and did not respond to repeated requests for information were marked inactive; this number included people from the end of the previous program year. An application is deemed inactive when the applicant does not respond to repeated contact attempts from TDDP to provide missing documentation or other information.

EQUIPMENT DISTRIBUTED TO APPLICANTS:

- Equipment distributed to 204 eligible applicants between July 1, 2017 and June 30, 2018 is detailed in Attachment 1.

FUNDING:

- The market value of the TDDP fund as of June 30, 2018 was \$844,611.75. The US-Bank Account Summary for the period ending June 30, 2018 is attached and referenced as Attachment 2.

VENDORS:

- From July 1, 2017 to June 30, 2018 the program used the following two (2) vendors to supply equipment for the TDDP:
 - Teltex, Inc., Kearney, MO
 - WCI - Weitbrecht Communications, Inc., Santa Monica, CA
- These vendors supplied equipment from the pre-approved list as well as devices approved through the Exceptions Process, as applicable. The agreements with these vendors extend until June 30, 2019. An equipment price list is included in this report as Attachment 3.

Fund disbursements to vendors during the period July 1, 2017 through June 30, 2018 are as follows:

Teltex, Inc.	\$22,888.10
WCI	\$3,609.95
Total vendor disbursements:	<u>\$26,498.05</u>

These disbursements also include payments for equipment ordered toward the end of the previous program year (July 1, 2016 to June 30, 2017).

CONSUMER EDUCATION AND OUTREACH:

Subcontracts with eight regional Assistive Technology Resource Centers (ATRCs) to provide "local" activities related to consumer outreach, education and training began on July 1, 2017. In addition to coordinating statewide consumer education and outreach efforts, the Institute/PIAT serves as an ATRC for southeastern Pennsylvania. Between July 2017 and June 2018 Institute/PIAT staff (including but not limited to, the Consumer Educator), and ATRCs participated in 68 outreach activities, including 2 statewide events, held in 35 counties, and reaching an estimated 9,514 Pennsylvanians. The list of activities is included in this report as Attachment 4.

Total fund disbursements (July 1, 2017 to June 30, 2018) to Temple University for Consumer Education and Outreach activities were \$168,593.90, and payments for the Wireless Expansion Initiative totaled \$35,637.12. These figures include remaining amounts due for July 2016 to June 2017.

CONTINUING AND EMERGING BARRIERS TO ACCESS TO TELECOMMUNICATIONS FOR PEOPLE WITH DISABILITIES:

- TDDP limitation on distributing cellular phones and wireless devices.
- Significant barrier to the program is the required certification of disability. Many consumers applying to the program are unable to get this form completed without a financial burden, as authorized "certifiers" (e.g. primary care physicians) may charge a fee to complete the form. Due to transportation or other barriers, consumers may not be able to travel to a "certifier" and when faced with these challenges, abandon the application process. We would propose that a "representative of a qualified state agency" be interpreted to include relevant Pennsylvania-licensed professionals,

employees of a Center for Independent Living, or credentialed Assistive Technology Professionals (ATP).

ACCOMPLISHMENTS (July 1, 2017 to June 30, 2018):

- The application (attached) was revised, reformatted and reprinted to include updated income eligibility requirements. The application is now available in Spanish, Vietnamese, Russian, Korean, and Chinese.
- Six organizations became Volunteer Centers. Efforts continue to recruit new Volunteer Centers.
- During this program year, all of the recipients (23 consumers from 9 different counties) who requested assistance with their TDDP equipment received support from ATRCs. Altogether, 21 hours of device support was provided, and almost all of it was in person.
- Increased statewide outreach to the following underrepresented populations: Bhutanese, Native American, Asian, Latino, and Filipino.
- Satisfaction surveys were mailed to equipment recipients. Overall satisfaction rate is 97% (satisfied or highly satisfied).
- Articles were published in five newsletters. Sixteen (16) press releases were submitted to print publications and local media outlets. Forty-three (43) mailings containing TDDP information were sent to organizations and professionals, including but not limited to: senior centers, behavioral health agencies, Area Agencies on Aging, senior citizen groups, community service providers, home health agencies, hearing loss professionals, and churches. These mailings and publications reached at least 47,500 Pennsylvanians, and social media posts reached over 4,700 people.
- All policies and procedures were reviewed.
- The Wireless Expansion Initiative (WEI) pilot was completed. Staff and research team prepared a full report of the pilot study outcomes and submitted the report to OVR on October 20, 2017. On December 27, 2017, staff received a request from the TRS Advisory Board for additional information, and an amended report was submitted January 30, 2018. Staff responded to additional questions and provided information about the WEI during the May 9, 2018 meeting of the TRS Advisory Board. We are waiting for a final determination from the PUC on the future of the WEI.

ATTACHMENTS:

- Attachment 1 - Equipment July 1, 2017 through June 30, 2018
- Attachment 2 - Activity Summary Report (US Bank)
- Attachment 3 - Equipment Price List
- Attachment 4 - Outreach Events – July 1, 2017 through June 30, 2018
- Referenced Attachment - TDDP Application Form

ATTACHMENT 1

TDDP Equipment Ordered July 1, 2017 - June 30, 2018			
Device Name	Unit Price	Units Ordered	Total Value Ordered
Amplified Phone, Clarity Alto	\$ 115.00	10	\$ 1,150.00
Amplified Phone, Clarity Alto Plus	\$ 125.00	22	\$ 2,750.00
Amplified Large Button Phone, Serene Innovations HD-60J	\$ 85.00	8	\$ 680.00
Amplified Cordless Phone, Clarity XLC2	\$ 92.00	16	\$ 1,472.00
Amplified Cordless Phone, Clarity BT914	\$ 98.00	6	\$ 588.00
Cordless Amplified Phone /w Answering Machine, Serene CL60A	\$ 113.90	54	\$ 6,150.60
Amplified Photo Phone, Serene Innovations HD-40P	\$ 40.00	3	\$ 120.00
Talking Amplified Telephone, Ameriphone JV35	\$ 80.00	13	\$ 1,040.00
Captioned Telephone, CapTel 840	\$ 90.25	27	\$ 2,436.75
Captioned Telephone, CapTel 840 Plus*	\$ 90.25	4	\$ 361.00
Captioned Telephone, CapTel 840i	\$ 90.25	5	\$ 451.25
Captioned Telephone, CapTel 880i	\$ 90.25	5	\$ 451.25
Captioned Telephone, CapTel 2400i	\$ 90.25	4	\$ 361.00
Talking Telephone w/large display, Geemarc BDP400	\$ 130.68	8	\$ 1,045.44
Hands-Free Speakerphone, Serene Innovations RCx1000	\$ 425.00	4	\$ 1,700.00
Headset w/microphone (for RCx1000)	\$ 65.00	1	\$ 65.00
In-Line Handset Amplifier, Ameriphone	\$ 15.00	0	\$ -
Voice Activated Dialer, Ablephone 5000	\$ 175.00	6	\$ 1,050.00
Big Button Speakerphone, Reizen	\$ 25.00	1	\$ 25.00
VCO/TTY, Uniphone 1140	\$ 210.00	3	\$ 630.00
TTY, Superprint 4425	\$ 350.00	1	\$ 350.00
Flashing light signaler, Sonic Alert TR75VR	\$ 30.00	11	\$ 330.00
Loud Ring Signaler, Clearsounds CR200	\$ 39.00	31	\$ 1,209.00
Vibrating Signaler, OmniPage Kit	\$ 125.00	4	\$ 500.00
Approved Equipment Exceptions			
iBox Phone Interface Device	\$ 35.00	1	\$ 35.00
TOTALS:		248	\$ 24,951.29
*As of May 2018, CapTel 840 Plus replaced the CapTel 840.			



ACCOUNT NUMBER: 7
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2018 to June 30, 2018

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INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1755 N 13TH ST STE 411
PHILADELPHIA PA 19122-8011

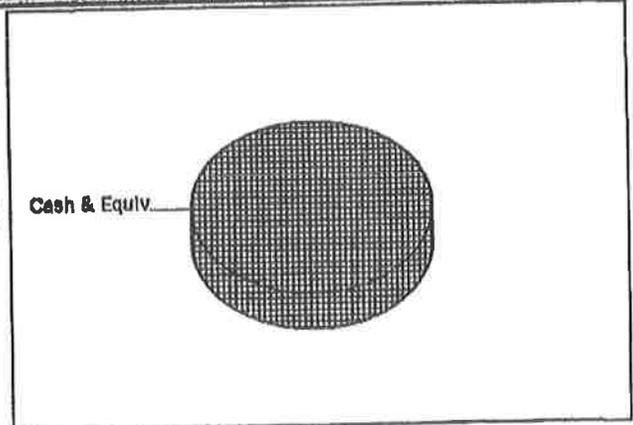
QUESTIONS?

If you have any questions regarding
your account or this statement, please
contact your Account Manager.

KAREN HUMPHREY
EX-DE-WDAW
TWO LIBERTY PLACE
50 SOUTH 16TH STREET, SUITE 2000
PHILADELPHIA PA 19102
Phone 302-576-3712
E-mail karen.humphrey@usbank.com

ASSET SUMMARY AS OF 06/30/18

Assets	Current Period Market Value	% of Total	Est Annual Income
Cash & Equivalents	843,477.47	99.80	14,547.75
Accrued Income	1,134.28	.10	.00
Total Market Value	\$844,611.75	100.00	\$14,547.75



ASSET DETAIL

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued Inc
Cash & Equivalents					
Cash/Money Market					
843,477.470	First American Treasury Oblig Fd Cl 2 #3878 31848V542	843,477.47 1.0000	843,477.47 0.00	1.72	14,547.75 1,134.28
Total Cash/Money Market		\$843,477.47	\$843,477.47 5.00		\$14,547.75 \$1,134.28
Total Cash & Equivalents		\$843,477.47	\$843,477.47 8.00		\$14,547.75 \$1,134.28



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Page 2 of 13

ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2018 to June 30, 2018

ASSET DETAIL (continued)

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued Inc
Total Assets		\$843,477.47	\$843,477.47 \$00		\$14,547.75 \$1,134.28
Accrued Income		\$1,134.28	\$1,134.28		
Grand Total		\$844,611.75	\$844,611.75		

ASSET DETAIL MESSAGES

Time of trade execution and trading party (if not disclosed) will be provided upon request.

Publicly traded assets are valued in accordance with market quotations or valuation methodologies from financial industry services believed by us to be reliable. Assets that are not publicly traded may be reflected at values from other external sources. Assets for which a current value is not available may be reflected at a previous value or as not valued, at par value, or at a nominal value. Values shown do not necessarily reflect prices at which assets could be bought or sold. Values are updated based on internal policy and may be updated less frequently than statement generation.

For further information, please contact your account manager or relationship manager.





ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2018 to June 30, 2018

MARKET VALUE SUMMARY

	Current Period 06/01/18 to 06/30/18	Year-to-Date 01/01/18 to 06/30/18
Beginning Market Value	\$811,473.51	\$730,532.49
Taxable Interest	1,057.85	5,057.89
Paid To/For Beneficiaries		- 84,437.20
Fees and Expenses	- 185.09	- 1,065.89
Cash Receipts	32,189.05	194,037.55
Change in Accrued Income	76.43	488.81
Ending Market Value	\$844,811.75	\$844,811.75



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ACCOUNT NUMBER:
PA RELAY SERVICE TOD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH SUMMARY

	Cash
Beginning Cash 06/01/2018	\$0.00
Taxable Interest	1,057.85
Fees and Expenses	- 185.09
Cash Receipts	32,189.05
Net Money Market Activity	- 33,081.81
Ending Cash 06/30/2018	\$0.00





ACCOUNT NUMBER:
PA RELAY SERVICE TOD FUND
DOCKET NO. M-00800239

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH TRANSACTION DETAIL

Date Posted	Description	Cash
Taxable Interest		
	First American Treasury Oblig Fd Cl Z #3678 31846V542	
09/01/18	Interest From 5/1/18 To 5/31/18	1,057.85
Total Taxable Interest		\$1,057.85
Fees and Expenses		
Trust Fees		
08/25/18	Collected Charged For Period 05/01/2018 Thru 05/31/2018	- 185.08
Total Fees and Expenses		- \$185.08
Cash Receipts		
Incoming Wires		
08/08/18	Cash Receipt ACH - Hickory Telephone 8/8/18	9.28
08/19/18	Cash Receipt ACH - AT&T 8/19/18	588.28
08/20/18	Cash Receipt ACH - Frontier Comm Oawayo 8/20/18	10.73
08/20/18	Cash Receipt ACH - Frontier Comm Ctal 8/20/18	287.58
08/20/18	Cash Receipt ACH - Frontier Commonwealth 8/20/18	865.82
08/20/18	Cash Receipt ACH - Citizens Telecomm 8/20/18	8.89
08/20/18	Cash Receipt ACH - Frontier Comm Pa 8/20/18	78.91
08/20/18	Cash Receipt ACH - Frontier Lakewood 8/20/18	5.07
08/20/18	Cash Receipt ACH - Frontier Breezewood 8/20/18	19.85
08/20/18	Cash Receipt ACH - Frontier Canton 8/20/18	20.12



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ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00800238

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
08/20/18	Cash Receipt ACH - Windstream D&e Comm 8/20/18	175.40
08/20/18	Cash Receipt ACH - Windstream Buffalo Valley 8/20/18	76.14
08/20/18	Cash Receipt ACH - Windstream Conestoga 8/20/18	152.39
08/20/18	Cash Receipt ACH - Windstream US Lec Of Pa 8/20/18	40.05
08/20/18	Cash Receipt ACH - Windstream Pennsylvania 8/20/18	782.10
08/20/18	Cash Receipt ACH - Choice One Comm Of Pa 8/20/18	330.14
08/20/18	Cash Receipt ACH - Cto Communications 8/20/18	3.99
08/20/18	Cash Receipt ACH - Paetec Communications 8/20/18	40.14
08/20/18	Cash Receipt ACH - Windstream D&e Systems 8/20/18	59.88
08/20/18	Cash Receipt ACH - Cavalier Telephone 8/20/18	17.54
08/21/18	Cash Receipt ACH - Full Service Net 8/21/18	30.88
08/21/18	Cash Receipt ACH - Verizon Pennsylvania 8/21/18	12,129.70
08/21/18	Cash Receipt ACH - Verizon North Retain Co. 8/21/18	1,214.71
Total Incoming Wires		\$18,924.75

Miscellaneous Cash Deposit

08/08/18	Cash Receipt 11/17 Hotwire #17737904842 4/23/18	0.03
08/08/18	Cash Receipt 12/17 Hotwire #17737904843 4/23/18	0.03
08/08/18	Cash Receipt 1/18 Hotwire #17737904844 4/23/18	0.03
08/08/18	Cash Receipt 2/18 Hotwire #17737904845 4/23/18	0.03
08/08/18	Cash Receipt 3/18 Hotwire #17737904848 4/23/18	0.03





ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
08/08/18	Cash Receipt 4/18 Hotwire #17737904848 4/23/18	0.03
08/08/18	Cash Receipt 5/18 Hotwire #17737904847 4/23/18	0.03
08/08/18	Cash Receipt 4/17 Lackawaxen Tele #30135 2/28/18	8.74
08/08/18	Cash Receipt 5/17 Lackawaxen Tele #30135 2/28/18	8.74
08/08/18	Cash Receipt 6/17 Lackawaxen Tele #30135 2/28/18	8.78
08/08/18	Cash Receipt 7/17 Lackawaxen Tele #30135 2/28/18	13.50
08/08/18	Cash Receipt 8/17 Lackawaxen Tele #30135 2/28/18	13.34
08/08/18	Cash Receipt 9/17 Lackawaxen Tele #30135 2/28/18	13.15
08/08/18	Cash Receipt 10/17 Lackawaxen Tele #30135 2/28/18	12.74
08/08/18	Cash Receipt 11/17 Lackawaxen Tele #30135 2/28/18	12.58
08/08/18	Cash Receipt 12/17 Lackawaxen Tele #30135 2/28/18	12.47
08/07/18	Cash Receipt 5/18 Access One #11898 5/15/18	0.85
08/07/18	Cash Receipt 5/18 Nos Communications #48883 5/18/18	0.11
08/07/18	Cash Receipt 5/18 New Horizons Comm #2850 5/18/18	13.12
08/07/18	Cash Receipt 5/18 Clear Rate Comm #43027 5/15/18	9.20
08/07/18	Cash Receipt 5/18 Telco Experts #5928 5/15/18	0.20
08/07/18	Cash Receipt 5/18 Dynalink Comm #17477 5/16/18	1.02
08/07/18	Cash Receipt 5/18 Access Point #59735 5/17/18	48.80
08/07/18	Cash Receipt 5/18 Telecom Management #27858 5/18/18	0.24
08/07/18	Cash Receipt 3/17 West Side Telecomm #41445 3/23/18	0.12
08/07/18	Cash Receipt 4/17 West Side Telecomm #41445 3/23/18	0.11



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ACCOUNT NUMBER:
PA RELAY SERVICE TOD FUND
DOCKET NO. M-00800239

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
06/07/18	Cash Receipt 5/17 West Side Telecomm #41445 3/23/18	0.11
06/07/18	Cash Receipt 6/17 West Side Telecomm #41445 3/23/18	0.10
06/07/18	Cash Receipt 7/17 West Side Telecomm #41445 3/23/18	0.23
06/07/18	Cash Receipt 8/17 West Side Telecomm #41445 3/23/18	0.22
06/07/18	Cash Receipt 9/17 West Side Telecomm #41445 3/23/18	0.22
06/07/18	Cash Receipt 10/17 West Side Telecomm #41445 3/23/18	0.22
06/07/18	Cash Receipt 11/17 West Side Telecomm #41445 3/23/18	0.23
06/07/18	Cash Receipt 12/17 West Side Telecomm #41445 3/23/18	0.22
06/07/18	Cash Receipt 1/18 West Side Telecomm #41445 3/23/18	0.22
06/07/18	Cash Receipt 2/18 West Side Telecomm #41445 3/23/18	0.22
06/08/18	Cash Receipt 4/18 Electric Lightwave #7791 5/18/18	0.42
06/08/18	Cash Receipt 4/18 Mahanoy & Mohantongo #184370 5/14/18	18.82
06/08/18	Cash Receipt 4/18 Deposit Telephone Co #184357 5/14/18	1.02
06/08/18	Cash Receipt 4/18 Sugar Valley Telephone #184405 5/14/18	6.86
06/08/18	Cash Receipt 4/18 Birch Communications #10703858 5/18/18	58.20
06/08/18	Cash Receipt 4/18 McImetro Access #10702419 5/17/18	802.82
06/08/18	Cash Receipt 4/18 Xo Communications #10702388 5/17/18	147.85
06/08/18	Cash Receipt 4/18 Metropolitan Tele #10877218 5/18/18	101.14
06/21/18	Cash Receipt 4/18 Verizon Long Distance #10702255 5/17/18	23.82
06/21/18	Cash Receipt 4/18 Comcast Phone Of Pa #10885991 5/16/18	7,748.84
06/21/18	Cash Receipt 4/18 Comcast Business Comm #10885990 5/16/18	3,470.80





ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
08/21/18	Cash Receipt 4/18 Two Digital Phone #10898436 5/17/18	498.00
08/21/18	Cash Receipt 4/18 Cbta Technology Solutions #10898433 5/17/18	0.22
08/21/18	Cash Receipt 4/18 Bright House Networks #10898432 5/17/18	0.01
08/21/18	Cash Receipt 4/18 Granite Telecommunications #10708994 5/18/18	588.48
08/21/18	Cash Receipt 4/18 Idt Corporation #10898434 5/17/18	2.75
08/21/18	Cash Receipt 4/18 Mitel Cloud Services #10898435 5/17/18	10.80
08/21/18	Cash Receipt 5/18 Ecco Technologies #2760	0.88
08/21/18	Cash Receipt 5/18 Masscomm Inc #8781 5/18/18	0.39
08/21/18	Cash Receipt 5/18 Wholesale Carrier Services #27383 5/18/18	0.43
08/21/18	Cash Receipt 5/18 Alreapring Inc #8611 5/15/18	2.19
08/21/18	Cash Receipt 5/18 Single Source Integrated Services #1053 5/17/	3.55
08/22/18	Cash Receipt 5/18 Dct Telecom #2707 6/4/18	0.35
08/22/18	Cash Receipt 5/18 Block Line Systems #8208 6/12/18	173.21
08/22/18	Cash Receipt 5/18 Level 3 Telecom #10731898 6/15/18	4.54
08/22/18	Cash Receipt 5/18 Fuslon LLC #004216 6/14/18	2.58
08/22/18	Cash Receipt 5/18 Acn Communication #4595 6/7/18	8.92
08/22/18	Cash Receipt 5/18 Vdl Inc. #23907 6/15/18	0.04
08/22/18	Cash Receipt 5/18 Princeton Hosted Solutions #7771 6/15/18	0.13
08/22/18	Cash Receipt 5/18 Pymatuning Ileo #107118 6/8/18	5.49
08/22/18	Cash Receipt 5/18 Pymatuning Clec #107118 6/8/18	1.18
08/22/18	Cash Receipt 5/18 Fibernet #70020844 6/12/18	13.21



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ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00800239

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
08/22/18	Cash Receipt 5/18 Lumos Networks #70020845 6/12/18	0.80
08/22/18	Cash Receipt 5/18 Hancock Telephone #35518 6/8/18	1.08
08/22/18	Cash Receipt 5/18 Anpl Business Inc #167454 6/13/18	0.55
08/22/18	Cash Receipt 5/18 Matrix Telecom #167497 6/14/18	7.27
08/22/18	Cash Receipt 5/18 Talk America #167508 6/14/18	16.54
08/22/18	Cash Receipt 5/18 Interglobe Comm #167540 6/15/18	0.78
08/22/18	Cash Receipt 5/18 Bullseye Telecom #6/18/18	62.05
08/28/18	Cash Receipt 4/18 Lackawaxen Telecomm #1062 6/5/18	11.86
08/28/18	Cash Receipt 5/18 Broadview Networks #1091480 6/13/18	342.05
08/28/18	Cash Receipt 5/18 Kuhn Communications #49288 6/5/18	5.95
08/28/18	Cash Receipt 5/18 Venus Telephone Co. #14709 6/4/18	8.08
08/28/18	Cash Receipt 5/18 Armstrong Telephone Pa #01748403 6/7/18	8.11
08/28/18	Cash Receipt 5/18 Armstrong Telephone North #01748404 6/7/18	2.74
08/28/18	Cash Receipt 5/18 Quantumshift Comm #20959 6/11/18	1.20
08/28/18	Cash Receipt 5/18 Ironton Telephone Ilcc #72920 6/7/18	49.97
08/28/18	Cash Receipt 5/18 Ironton Telephone Clec #72920 6/7/18	0.29
08/27/18	Cash Receipt 4/18 Spectrotel Of Pennsylvania #24095 6/6/18	56.82
08/27/18	Cash Receipt 4/18 Entelegent Solutions #21489 5/15/18	0.82
08/27/18	Cash Receipt 4/18 McGraw Communications #33987 5/15/18	8.06
08/27/18	Cash Receipt 5/18 Palmerton Telephone Co. #48289 6/12/18	31.69
08/27/18	Cash Receipt 5/18 Bcn Telecom Inc #091478 6/12/18	19.13





ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00800238

This statement is for the period from
June 1, 2018 to June 30, 2018

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
08/27/18	Cash Receipt 5/18 American Telephone Co. #5985 8/7/18	0.17
08/27/18	Cash Receipt 5/18 First Communications #20874 8/11/18	1.85
08/27/18	Cash Receipt 5/18 The North-Eastern Pa #L087821 8/12/18	59.71
08/27/18	Cash Receipt 5/18 Service Electric Telephone #23709 8/13/18	118.88
08/27/18	Cash Receipt 5/18 Blue Ridge Digital Phone Co. #4058 8/12/18	459.47
08/27/18	Cash Receipt 5/18 Netcarrier Telecom #51898 8/13/18	41.82
Total Miscellaneous Cash Deposit		\$15,284.30
Total Cash Receipts		\$32,189.05



ACCOUNT NUMBER:
PA RELAY SERVICE TOD FUND
DOCKET NO. M-90900239

This statement is for the period from
June 1, 2018 to June 30, 2018

PURCHASE SUMMARY

Settlement Date	Description	Cash	Tax Cost
Cash and Equivalents			
	First American Treasury Oblig Fd Cl Z #3678 31846V542		
	Combined Purchases For The Period 6/ 1/18 - 6/30/18	- 33,246.90	33,246.90
	Total Cash and Equivalents	- \$33,246.90	\$33,246.90
	Total Purchases	- \$33,246.90	\$33,246.90





ACCOUNT NUMBER:
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2018 to June 30, 2018

SALE/MATURITY SUMMARY

Settlement Date	Description	Tax Cost	Proceeds	Estimated Gain/Loss
Cash and Equivalents				
	First American Treasury Oblig Fd Cl Z #3678 31846V642			
	Combined Sales For The Period 6/ 1/18 - 6/30/18	- 185.09	185.09	
	Total Cash and Equivalents	- \$185.09	\$185.09	\$0.00
	Total Sales & Maturities	- \$185.09	\$185.09	\$0.00

SALE/MATURITY SUMMARY MESSAGES

For information only. Not intended for tax purposes

ATTACHMENT 3

Equipment Price List July 1, 2017 - June 30, 2018	
Device Name	Unit Price
Amplified Phone, Clarity Alto	\$ 115.00
Amplified Phone, Clarity Alto Plus	\$ 125.00
Amplified Large Button Phone, Serene Innovations HD-60J	\$ 85.00
Amplified Cordless Phone, Clarity XLC2	\$ 92.00
Amplified Cordless Phone, Clarity BT914	\$ 98.00
Cordless Amplified Phone /w Answering Machine, Serene CL60A	\$ 113.90
Amplified Photo Phone, Serene Innovations HD-40P	\$ 40.00
Talking Amplified Telephone, Ameriphone JV35	\$ 80.00
Captioned Telephone, CapTel 840	\$ 90.25
Captioned Telephone, CapTel 840 Plus*	\$ 90.25
Captioned Telephone, CapTel 840i	\$ 90.25
Captioned Telephone, CapTel 880i	\$ 90.25
Captioned Telephone, CapTel 2400i	\$ 90.25
Talking Telephone w/large display, Geemarc BDP400	\$ 130.68
Hands-Free Speakerphone, Serene Innovations RCx1000	\$ 425.00
Headset w/microphone (for RCx1000)	\$ 65.00
In-Line Handset Amplifier, Ameriphone	\$ 15.00
Voice Activated Dialer, Ablephone 5000	\$ 175.00
Big Button Speakerphone, Reizen	\$ 25.00
VCO/TTY, Uniphone 1140	\$ 210.00
TTY, Superprint 4425	\$ 350.00
Flashing light signaler, Sonic Alert TR75VR	\$ 30.00
Loud Ring Signaler, Clearsounds CR200	\$ 39.00
Vibrating Signaler, OmniPage Kit	\$ 125.00
*As of May 2018, CapTel 840 Plus replaced the CapTel 840.	

ATTACHMENT A
TDDP Consumer Education and Outreach Events
July 1, 2017– June 30, 2018

Type of Consumer Outreach Event (ATRC)	Date(s) Held	Event Name / Sponsor	Estimated Attendance	County of Event
Presentation (UCPNE)	7/12/2017	Dunmore Senior Center Presentation	26	Lackawanna
Presentation (UCPC)	7/20/2017	Perry County Physical Therapist	30	Perry
Presentation (UCPC)	7/26/2017	Cross Keys Village	11	Adams
Presentation (LIFT)	7/26/2017	Disability & Senior Expo	177	Elk
Presentation (PIAT)	7/31/2017	ACCESS PLUS Support Coordination Agency (underrepresented group)	11	Bucks
Presentation (UCPNE)	8/4/2017	Martin Causer Expo	410	Bradford
Exhibit (UCPC)	8/10/2017	Senator Corman's Senior Expo	275	Mifflin
Presentation (ARCL)	8/17/2017	Service Access Management	17	Schuylkill
Exhibit (CLASS)	8/22/2017	Bhutanese Community Association Expo (underrepresented group)	25	Allegheny
Presentation (UCPNE)	8/23/2017	Lutherwood Skill Nursing Facility	8	Lackawanna
Exhibit (UCPC)	9/8/2017	Rep. Kauffman's Senior Expo	900	Franklin
Exhibit (UCPNE)	9/8/2017	Pike County Senior Expo	300	Pike
Exhibit (CLASS)	9/12/2017	Rep. Ortlay Senior Health Expo	150	Allegheny
Exhibit (CLASS)	9/15/2017	Senator Vogal Senior Fair	350	Lawrence
Presentation (LIFT)	9/15/2017	Martin Causer Expo	190	McKean
Exhibit (CLASS)	9/24/2017	Council of Three Rivers Native America Pow-Wow (underrepresented group)	350	Allegheny
Exhibit (CLASS)	9/29/2017	Senator Volcovitch Senior Expo	350	Allegheny
Exhibit (CLASS)	10/6/2017	Senator Vogal's Senior Fair	300	Beaver
Exhibit (TRPIL)	10/6/2017	Senior Expo	168	Greene
Presentation (RTF)	10/7/2017	Centre County Super Fair	255	Centre
Presentation (PIAT)	10/9/2017	Senior Adult Activity Center (Ambler)	25	Montgomery
Exhibit (PIAT)	10/13/2017	State Rep. John Taylor's Annual Senior Expo	260	Philadelphia
Exhibit (LIFT)	10/13/2017	Martin Causer Expo-Roulette	250	Potter
Exhibit (UCPC)	10/23/2017	Senior Tartagallone's Disability Awareness Day	26	Dauphin
Presentation (PIAT)	10/25/2017	Senior Adult Activity Center (Norristown)	5	Montgomery
Exhibit (UCPNE)	10/26/2017	Senior Expo at Ladore	200	Wayne
Exhibit (PIAT)	10/28/2017	Triumph Missionary Baptist Church Senior Expo	166	Philadelphia
Presentation (UCPC)	11/1/2017	Health South Support Group	15	Cumberland
Exhibit (RTF)	11/7/2017	Caregiver Connection	12	Sullivan
Exhibit (RTF)	11/9/2017	Caregiver Connection	19	Tioga
Exhibit (CLASS)	11/14/2017	Family Caregiver Summit	35	Armstrong
Exhibit (PIAT)	11/18/2017	Zion Baptist Church Health & Resource Fair	175	Philadelphia

Type of Consumer Outreach Event (ATRC)	Date(s) Held	Event Name / Sponsor	Estimated Attendance	County of Event
Presentation (UCPNE)	11/21/2017	Susquehanna Human Service Forum	14	Susquehanna
Presentation (CLASS)	12/11/2017	St. Justin's Plaza	6	Allegheny
Exhibit (TRPIL)	12/11/2017	McGuffey Senior Senior	15	Washington
Exhibit (TRPIL)	12/18/2017	Beth Senior Citizens Center	16	Washington
Presentation (CLASS)	1/6/2018	Crafton Plaza Senior Highrise	13	Allegheny
Presentation (CLASS)	1/9/2018	St. Therese Senior Highrise	12	Allegheny
Presentation (TRPIL)	1/10/2018	Canonsburg Senior Center	42	Washington
Presentation (PIAT)	2/19/2018	Aramingo Adult Day Care (underrepresented group)	15	Philadelphia
Presentation (CLASS)	1/22/2018	Parkview Towers Senior Highrise	12	Allegheny
Presentation (PIAT)	1/23/2018	Southeast Asian Mutual Assistance Association Coalition (underrepresented group)	75	Philadelphia
Presentation (CRI)	1/29/2018	Corry Manor	18	Erle
Expo (CLASS)	2/22-2/23	PHSA (statewide)	400	Allegheny
Presentation (TRPIL)	2/22/2018	Monongahela Senior Center	15	Washington
Presentation (CLASS)	2/23/2018	Forward Shady Senior Highrise	7	Allegheny
Presentation (UCPNE)	3/5/2018	Wayne Information Network LINK	20	Wayne
Exhibit (CRI)	3/12/2018	Health South Center	90	Erle
Presentation (TRPIL)	3/13/2018	Washington Area Senior Center	22	Washington
Presentation (PIAT)	3/18/2018	St. Mark's Lutheran Church (underrepresented group)	30	Philadelphia
Presentation (UCPNE)	3/20/2018	Susquehanna Human Service Forum	5	Susquehanna
Presentation (PIAT)	3/26/2018	Penn Asian Senior Services (underrepresented group)	65	Philadelphia
Exhibit (PIAT)	3/29/2018	State Senator Larry Farnese Annual Senior Expo	200	Philadelphia
Presentation (PIAT)	4/4/18	Opportunities Towers	17	Philadelphia
Presentation (TRPIL)	4/12/18	Hear Fayette Tech Day	13	Fayette
Expo (CLASS)	4/13/18	Sen. Vulakovich Sr. Fair	250	Allegheny
Presentation (UCPC) (underserved group)	4/17/18	Lancaster Neighborhood Center	32	Lancaster
Presentation (UCPNE)	4/17/18	Carbondale Nursing and Rehab	8	Lackawanna
Presentation (CLASS)	4/23/18	Monessen Center for Active Adults	12	Westmoreland
Presentation (CLASS)	4/23/18	HearWell Center	5	Allegheny
Presentation (CLASS)	4/25/18	Indiana Social Center	14	Indiana
Expo (UCPC)	4/26/18	Rep. Irwin's Senior Expo	300	Huntingdon
Presentation (UCPNE)	5/1/18	Wyoming County Interagency Mtg.	40	Wyoming
Presentation (UCPNE) (underserved group)	5/5/18	Fillipino Church group	60	Lackawanna
Presentation (LIFT)	5/3/18	LIFT Youth Transition Conference	90	McKean
Presentation (TRPIL)	5/23/18	Home Helpers	90	Blair

Type of Consumer Outreach Event (ATRC)	Date(s) Held	Event Name / Sponsor	Estimated Attendance	County of Event
Expo (UCPNE)	6/15/18	Athens/Sayre Sr. Expo	1000	Bradford
Expo (CLASS)	6/18-6/20/18	ADA National Symposium	1000	Allegheny (statewide)
		Total Attendance (est.):	9514	
		Number of events:	68	
		Number of events reaching diverse populations:	11	
		Counties reached:	35	
		Statewide events:	2	

Legend: Assistive Technology Resource Centers

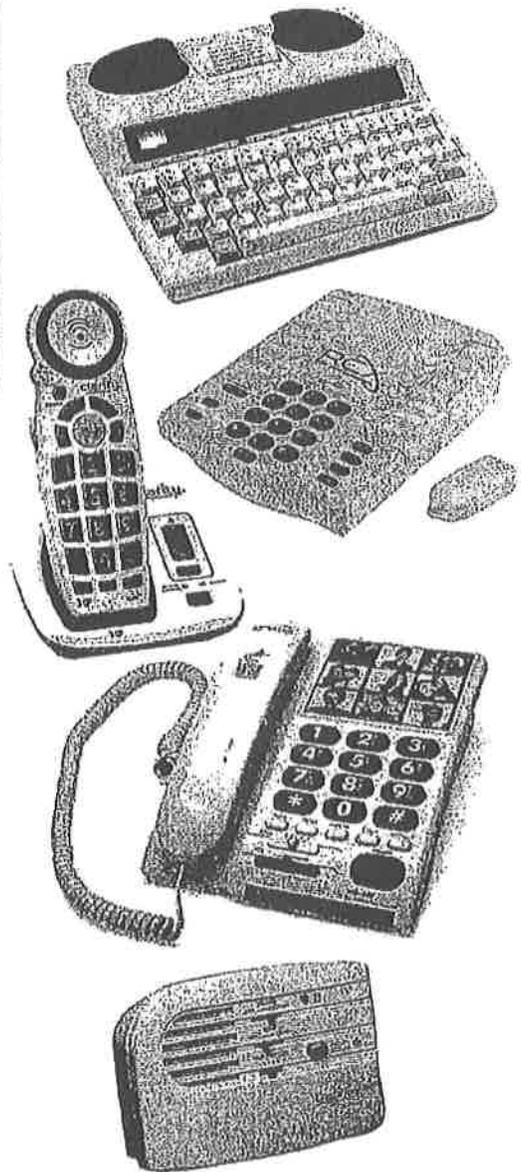
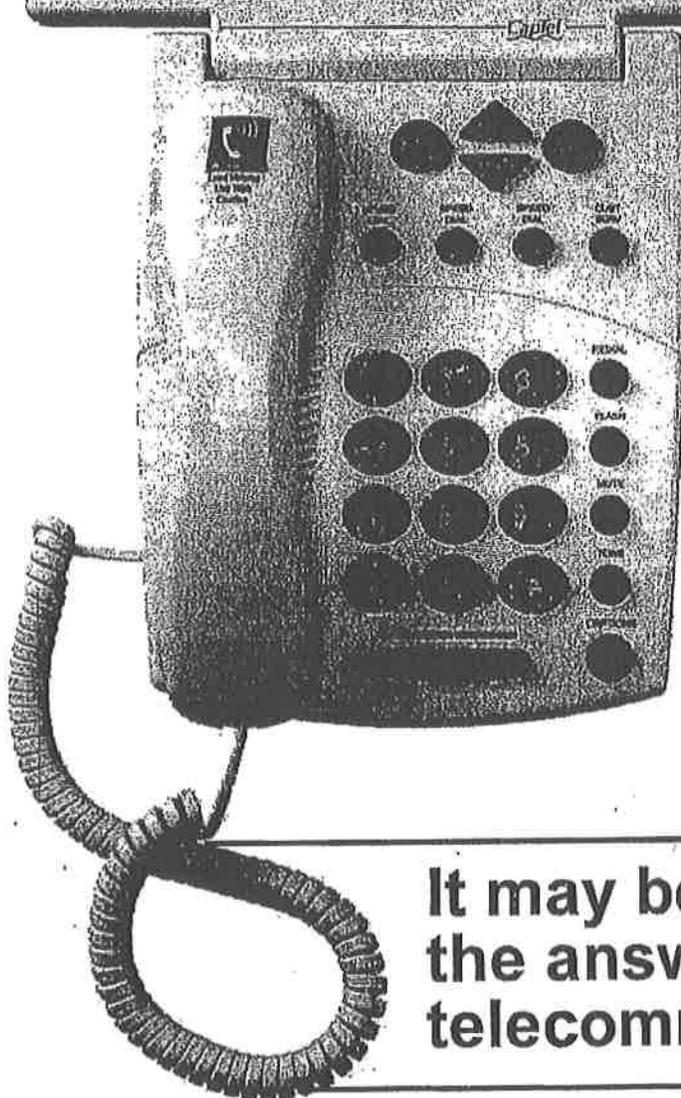
PIAT = Pennsylvania Initiative on Assistive Technology
 CRI = Community Resources for Independence
 CLASS = Community Living and Support Services
 UCPC = United Cerebral Palsy of Central PA
 RTF = Roads to Freedom

UCPNE = United Cerebral Palsy of N. Eastern PA
 LIFT = Life and Independence for Today
 ARCL = ARC of Luzerne County
 TRPIL = Transitional Paths to Independent Living

TDDP

Pennsylvania's Telecommunication Device Distribution Program

Application Packet



**It may be
the answer to your
telecommunication needs.**

TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University, in conjunction with the PA Office of Vocational Rehabilitation (OVR) and the PA Public Utility Commission (PUC).

rvsd. Feb.1, 2018

PENNSYLVANIA'S INITIATIVE
PIAT
ON ASSISTIVE TECHNOLOGY

TEMPLE
UNIVERSITY
Institute on Disabilities

TDDP Application Form

Your eligibility will be determined when you have submitted a completed application and all documentation. To avoid delay, please type or print clearly and make sure all sections of the application have been completed. If questions do not pertain to you, write "N/A" in the space provided.

	<p>We strongly encourage you to try equipment first.</p> <p>Have you had a phone demonstration or borrowed a phone to try?</p> <p>You CANNOT exchange TDDP equipment after you receive it.</p>	
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Please contact your Assistive Technology Resource Center (ATRC) (see ATRC list) to schedule an equipment demonstration or to request a short-term loan.

Please check one: YES. I will call to schedule an equipment demonstration or loan.

NO. I do not want an equipment demonstration or loan. I acknowledge that TDDP has a no exchange policy and I WILL NOT BE ABLE TO EXCHANGE EQUIPMENT I receive from TDDP.

DO NOT SEND IN YOUR APPLICATION UNTIL YOU HAVE DECIDED ON EQUIPMENT THAT WILL MEET YOUR NEEDS.

SECTION 1: APPLICANT EQUIPMENT INFORMATION

Do you already own telecommunication equipment like what you are requesting from TDDP?

YES NO

If YES, please check the correct answer below (**IMPORTANT:** If you have working equipment that meets your needs you are not eligible for the program.)

My equipment is broken or only works sometimes is borrowed does not meet my needs

SECTION 2: APPLICANT INFORMATION

APPLICANT

Last name	First name	Middle initial
Date of birth (month/day/year)		
Street address IMPORTANT: No deliveries to PO Box; you must provide a street address.		
City	State	Zip
County (e.g. Allegheny, Snyder)		
Name of person assisting applicant with this application, if any and their relationship to you.		
Phone	Email	
Name of parent or guardian (for applicant under age 18)	Phone	

APPLICANT ANNUAL INCOME AND FAMILY MEMBERS

Applicant's gross annual income only, including Social Security and/or pension income if applicable and excluding family/household income. If applicant has no income, please write NONE.	\$
Number of family members (excluding applicant)	
Applicant counted as family member	+ 1
Total members in family unit (including applicant)	=

OTHER APPLICANT INFORMATION

My primary reason for using the TDDP is (check one):

- I cannot afford equipment Equipment is available to me only through TDDP
 I could use other programs, but the system is too complex and the wait is too long

OPTIONAL Race: Caucasian African-American Asian Latino
 Other (specify) _____ Prefer not to answer

OPTIONAL Gender: Male Female

Please tell us how you heard about the TDDP: friend/relative support person web
 brochure/flyer presentation/exhibit by _____ other (specify) _____

APPLICANT'S STATEMENT AND SIGNATURE**IMPORTANT:** Submit application no later than 30 days after you have signed and dated it.

I certify that all information provided on this application is true, complete and correct.
I understand that if I purposely provide false information I may be subjected to legal action. Program officials have my permission to verify the information provided. I certify that I have read, understand and accept all conditions set forth in this application and have the ability to learn to use the equipment I selected.

Applicant signature

Date

Parent or legal guardian signature

Date

SECTION 3: CERTIFICATION OF DISABILITY BY PROFESSIONAL

IMPORTANT: This section must be completed by a licensed physician, audiologist, or speech-language pathologist, or a representative of a qualified agency, such as an Office of Vocational Rehabilitation (OVR) Counselor, or Department of Human Services (DHS) Case Worker. Complete all lines in this section.

ABOUT THE APPLICANT

Last name

First name

Middle
initial

Check the type of disability being certified

- cognitive deaf deaf blind hard of hearing low vision/blind physical speech
I am a: licensed audiologist licensed speech-language pathologist licensed physician
 representative of a qualified state agency

CERTIFYING PROFESSIONAL

Full Name

Title

Agency

PA Professional License Number (if
applicable)

Phone

Fax

Email

I certify that the applicant named above has the disability indicated, and that s/he requires technology to independently access telecommunications services.

Signature of professional

Date

FINAL CHECKLIST

Read this list and check the boxes to ensure your application is complete.

<input type="checkbox"/>	Complete Applicant Equipment Information (Section 1).
<input type="checkbox"/>	Answer all of the Applicant Information and sign the Applicant's Statement (Section 2).
<input type="checkbox"/>	Have the Certification of Disability (Section 3) completed and signed by a qualified professional: physician, audiologist, speech pathologist, or representative of a qualified state agency (e.g. Office of Vocational Rehabilitation Counselor, or Department of Human Services Case Worker).
<input type="checkbox"/>	Submit photocopies (originals cannot be returned) of documents with the following information:
	1. <u>Proof of applicant's (including minors) residence in Pennsylvania.</u> Submit ONE of the following: copy of <u>current</u> driver's license, non-driver I.D., utility bill, dated Social Security correspondence, copies of W-2's, school report card, or other documentation pre-printed with the applicant's name and current street address.
	2. <u>Proof of applicant's income.</u> Submit a copy of each item of the <u>current tax year</u> that applies to you: Income statements including W-2's, 1099s or award letters for retirement and/or Social Security income. If you do not have a copy of your Social Security income statement you can call 1-800-772-1213 and request a "Benefits Verification Letter". Bank statements, pay stubs or checks cannot be accepted. If applicant has no income write "NONE". Note: If the applicant is a minor child, income requirements are based on the child's income only, not family or household income.
	3. <u>Proof of telephone service.</u> Submit a copy of ONE page of your most recent telephone bill with your telephone number appearing on it. If phone service is shared in a residential facility, submit a statement about your access to phone service on facility letterhead signed by the Administrator or Social Worker and include the applicant's name and phone number.
<input type="checkbox"/>	Select ONE piece of equipment and/or ONE signaler that is right for you on the Equipment Selection sheet.
<input type="checkbox"/>	Make and keep a photocopy of your completed application (including Equipment Selection sheet) for your records.
<input type="checkbox"/>	Detach and return your completed application. Send the completed ORIGINAL application (including Equipment Selection sheet and copies of required documentation) to TDDP at the address below.

RETURN COMPLETED APPLICATION TO:

**TDDP Program Coordinator
Institute on Disabilities
at Temple University
1755 N. 13th Street
Student Center Room 411 S
Philadelphia, PA 19122**

FOR MORE INFORMATION:

**Phone: 800-204-7428 voice
866-268-0579 TTY
Fax: 215-204-6336
Email: tddp@temple.edu**

www.disabilities.temple.edu/tddp

COMMONWEALTH OF PENNSYLVANIA'S TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM

The Telecommunication Device Distribution Program (TDDP) established by Act 34-1995 and amended by Act 181-2002 provides telecommunication devices to qualified applicants. These devices enable eligible individuals with disabilities to access telephone services independently. To be eligible, individuals must complete this application and meet all criteria listed below.

Criteria

■ Person with a disability

A person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. Disability must be certified on the application by a qualified professional.

■ Income limits

Applicant's gross income of 200% or less of federal poverty guidelines (not including family/household income).

**FINANCIAL ELIGIBILITY CRITERIA
GUIDELINES**
(as of February 1, 2018)

size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$24,280
2	\$32,920
3	\$41,560
4	\$50,200
5	\$58,840
6	\$67,480
7	\$76,120
8	\$84,760

■ Age

Six (6) years or older.

■ Residence

A resident of Pennsylvania.

■ Resources

Must have existing landline telephone service and be able to learn how to use the requested device(s).

■ Information will be kept confidential

Except as required by law.

■ Equipment ownership and responsibility

Your equipment selection is FINAL and equipment cannot be exchanged. Equipment will be delivered to your home. It then becomes YOUR PROPERTY and YOUR RESPONSIBILITY.

NOTE: There is a Limited Manufacturer Defect Warranty on all equipment obtained through this program. If your equipment is defective or if it stops working, it will be your responsibility to contact the equipment vendor for warranty repair. Repairs for damages due to abuse or neglect are not covered under any warranty and are YOUR RESPONSIBILITY. Stolen equipment can only be replaced upon receipt of a copy of the police report of the theft.

IMPORTANT

Make a copy of your completed application for your records. Send completed ORIGINAL application (Including Equipment Selection sheet and copies of required documentation) to TDDP at the address listed on the front of the application.

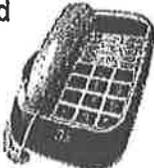
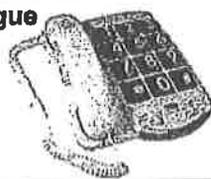
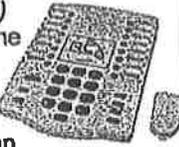
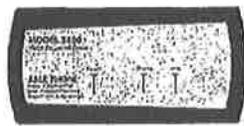
If you need help completing this application, or need it in an alternate format, please contact us.

PHONE: 800-204-7428 VOICE / 866-268-0579 TTY / FAX: 215-204-6336 / EMAIL: tddp@temple.edu

TDDP Equipment Selection (as of February 1, 2018)

You must submit your equipment selection with your application.

CATEGORY A: Select only **ONE** device below that best fits your needs

<input type="checkbox"/> Amplified Phone Clarity Alto 	<input type="checkbox"/> Amplified Phone Clarity Alto Plus (for severe hearing loss) 	<input type="checkbox"/> Amplified Phone Serene Innovations HD-60J 	<input type="checkbox"/> Amplified Phone Clarity XLC2 (cordless) 
<input type="checkbox"/> Amplified Bluetooth Phone with digital answering machine Clarity BT914 (cordless) 	<input type="checkbox"/> Amplified Photo Phone Serene Innovations HD-40P 	<input type="checkbox"/> Amplified Phone with answering machine (cordless) Serene Innovations CL-60A 	<input type="checkbox"/> Amplified Talking Phone Ameriphone Dialogue JV35 
<input type="checkbox"/> Captioned Phone CapTel 840 Plus (compatible with analog phone lines) 	<input type="checkbox"/> Captioned Phone CapTel 840i (high speed internet needed) 	<input type="checkbox"/> Captioned Telephone with touch screen display CapTel 2400i (high speed internet needed) 	<input type="checkbox"/> Captioned Phone with large display CapTel 880i (high speed internet needed) 
<input type="checkbox"/> Remote Control Hands-free Speakerphone Serene Innovations RCx1000 Optional: (pick one) <input type="checkbox"/> Lapel Microphone <input type="checkbox"/> Headset with Microphone *switch available by recommendation 	<input type="checkbox"/> Talking Phone with large display Geemarc BDP400 	<input type="checkbox"/> In-line Handset Amplifier Ameriphone 	<input type="checkbox"/> Voice Activated Dialer AblePhone 5000 
<input type="checkbox"/> Big Button Speakerphone Reizen 	<input type="checkbox"/> TTY Superprint 4425 	<input type="checkbox"/> TTY/HCOM/CO Phone Uniphone 1140 	

CATEGORY B: Select only **ONE** signaler below.

<input type="checkbox"/> Loud Ring Signaler ClearSounds CR200 	<input type="checkbox"/> Flashing Light Signaler Sonic Alert 	<input type="checkbox"/> Vibrating Signaler OmniPage Kit (receiver shown) 	<input type="checkbox"/> NONE (No signaling device from CATEGORY B is needed.)
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For detailed information about these products, go to www.disabilities.temple.edu/tddp
If none of the listed equipment will meet your needs, please contact the TDDP:
PHONE: 800-204-7428 voice / 866-268-0579 TTY / EMAIL: tddp@temple.edu

Print Media Access System Program (PMASP)

NFB-NEWSLINE®, offered by the National Federation of the Blind, provides the Print Media Access System Program to those who cannot read regular newsprint. Anyone who cannot read conventional newsprint can qualify for this service that is free to its subscribers.

This service is available in forty-five states and the District of Columbia, providing:

1. 500 local and national newspapers
2. Spanish-language newspapers available to all subscribers
3. 71 magazines including AARP
4. Associated Press (National & State) and United Press newswire service updated every hour
5. The capability of delivering a newspaper via e-mail directly to a subscriber's inbox
6. Local TV listings
7. Jobs Listings (Career Builder added in 2010, USA Jobs in 2016)
8. Retail ads (Target added in 2011, Walmart added in 2016)
9. Emergency weather alerts, including weather forecast
10. Available twenty-four hours a day, seven days a week with local as well as toll-free access
11. Service is available on NFB-NEWSLINE Mobile, iPhone app

Through the Commonwealth's partnership with NFB-NEWSLINE, a subscriber can choose that day's, the previous day, or the previous Sunday's issue of any newspaper in the service and choose a section and article using a standard touch-tone telephone. Pennsylvania's participating newspapers provide the subscriber with access to all content when traveling throughout the United States.

NFB-NEWSLINE Pennsylvania participating newspapers include:

- *Allentown Morning Call*
- *Altoona Mirror*
- *Beaver County Times*
- *Bucks County Courier Times*
- *Butler Eagle*
- *Centre Daily Times (State College)*
- *Citizens' Voice*
- *Daily American*
- *Erie Times News*
- *Hanover Evening Sun*
- *Harrisburg Magazine*
- *Intelligencer*
- *LNP Always Lancaster Online*
- *Lebanon Daily News*
- *Patriot News*
- *Philadelphia Daily News*
- *Philadelphia Grocery Ads*

- *Philadelphia Inquirer*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Reading Eagle*
- *Times Tribune*
- *Wilkes Barre Times Leader*
- *Williamsport Sun Gazette*
- *York Dispatch*

As of June 30, 2018, there are 3,996 subscribers to this service throughout the Commonwealth. All customers of the Office of Vocational Rehabilitation, Bureau of Blindness & Visual Services are offered the opportunity to subscribe to this service. In addition, individuals are offered the opportunity to subscribe when enrolling in the Books for the Blind and Physically Handicapped Program, administered by the Library of Congress and cooperating network libraries.

For the fifth year in a row, during the 2017 holiday season, NFB-NEWSLINE presented circulars for a number of national chains, allowing subscribers to take advantage of holiday sales. The sales circulars of the additional nine retailers were from Ace Hardware, Home Depot, Jo-Ann Fabrics, Kohl's, Lowes, Office Depot, Staples, ToysRUs, and Walgreens, in addition to the always available Target and Walmart retail ads. As with last year, the access to sales circulars for these retailers was very popular.

**Activity Detail During the Period:
July 1, 2017 to June 30, 2018**

Content Access Frequency: 48 seconds

Our statistics also indicate that a subscriber from Pennsylvania accessed NFB-NEWSLINE to obtain a piece of information every 48 seconds during the year.

Category	First Quarter FY2017	Second Quarter FY2017	Third Quarter FY2017	Fourth Quarter FY2017	Year To Date (July 1, 2017 to June 30, 2018)
Users:	3,890	3,913	3,959	3996	3,996
New applications:	16	24	39	41	120
E-mail Newspapers Delivered:	41,747	40,420	37,307	37,117	156,591
Calls Received:	29,287	29,780	26,261	25,732	111,060
State Newspapers Accessed:	81,117	81,707	86,486	79,832	329,142
Television Listings Accessed:	6,033	6,411	5,998	5,594	24,036
Number of Minutes:	438,498	403,339	402,538	388,575	1,632,950
Local Call Percentage:	66.25	67.17	65.68	65.88	66.25

Newspaper Usage Report

Please find below a chart containing the names of the Pennsylvania publications along with the number of times that they were accessed between July 1, 2017 and June 30, 2018.

Content Name	First Quarter FY2017	Second Quarter FY2017	Third Quarter FY2017	Fourth Quarter FY2017	Year-to-Date (July 1, 2017 to Date)
Local Weather and Emergency Alerts	7,333	6,682	6,551	6,523	27,089
Allentown Morning Call	5,876	6,054	7,134	6,171	25,235
Altoona Mirror	1,974	2,044	1,938	1,846	7,802
Associated Press Pennsylvania	8,832	3,169	8,803	10,107	30,911
Beaver County Times	NA	NA	56	527	583
Bucks County Courier Times	1,296	1,570	3,394	2,155	8,415
The Butler Eagle	969	899	836	908	3,612
Centre Daily Times	4,557	4,392	4,521	4,177	17,647
Citizens Voice	611	712	747	908	2,978
Erie Times News	7,334	7,727	8,411	7,425	30,897
Hanover Evening Sun	598	616	350	383	1947
Harrisburg Magazine	NA	NA	21	117	138
LNP Always Lancaster Online	4,363	4,114	4,285	4,034	16,796
Lebanon Daily News	1,636	1,861	3,597	3,194	10,288
Pennsylvania Local Channel	581	533	423	444	1,981
Patriot-News	1,395	1,268	1,697	1,676	6,036
Philadelphia Daily News	4,001	2,674	3,755	3,267	13,697
Philadelphia Grocery Ads	3,602	4,052	4,294	1,373	13,321
Philadelphia Inquirer	9,738	7,339	4,529	2,308	23,914
Pittsburgh Post-Gazette	8,019	8,772	8,707	8,366	33,864
Pittsburgh Tribune Review	10,591	10,220	10,613	11,747	43,171
Pocono Record	165	200	235	309	909
Reading Eagle	1,405	2,674	1,866	1,944	7,889
Times Tribune	244	560	1,094	966	2,864
Wilkes-Barre Times Leader	1,023	1,018	1,021	1,095	4,157
WillamSPORT Sun Gazette	1,179	1,210	1,301	1,415	5,105
York Dispatch	1,289	1,261	1,300	1,298	5,148

Actual costs incurred during the period (July 1, 2017- June 30, 2018)

Please refer to the four quarterly invoices for this period for detail:

NFB-NEWSLINE annual service fee for July 1, 2017 - June 30, 2018: \$44,000

The Newspapers Included with the annual service fee are:

- *Centre Daily Times*
- *Hanover Evening Sun*
- *Lebanon Daily News*
- *LNP Lancaster Always Online*
- *Patriot News*
- *Philadelphia Inquirer*
- *Philadelphia Daily News*
- *Wilkes-Barre Times Leader*
- *York Dispatch*

Annual newspaper maintenance and distribution fee: \$77,500 (July 1, 2017 - June 30, 2018).

This includes thirteen newspapers at \$5,000 each, plus the one-time \$10,000 set-up fee and pro-rated fee for the *Beaver County Times* and *Harrisburg Magazine* that were added in March of 2018 (\$2,500 of the total \$77,500).

- *Allentown Morning Call*
- *Altoona Mirror*
- *Beaver County Times* (added March 2018)
- *Bucks County Courier Times*
- *Butler Eagle*
- *Citizens Voice*
- *Daily American*
- *Erie Times News*
- *Harrisburg Magazine* (added March 2018)
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Reading Eagle*
- *Times Tribune*
- *Williamsport Sun Gazette*

Marketing and Outreach: \$30,000 (July 1, 2017 through June 30, 2018).

Marketing and Outreach tasks will consist of the following: subscriber registration and follow-up, including the distribution of materials needed for instruction for new subscribers in print, Braille, or audio format; distribution of brochures and other promotional materials at community events and exhibits; and the staffing of a help desk to answer calls from subscribers and those requesting NFB-NEWSLINE information and materials. Additionally, administration of the state specific channel for Pennsylvania and posting of items of interest to the blindness community in the commonwealth will be included in this fee.

**1-year Pennsylvania telecommunications fee: \$11,201.00 (July 1, 2017 - June 30, 2018).
A pro-rated fee assessed to each state based on usage for the contract period for NFB-NEWSLINE
telecommunications service.**

Total invoice: \$162,701 (July 1, 2017 - June 30, 2018)

Submitted by:

**Scott A. White
Director of Sponsored Technology Programs
National Federation of the Blind
Swhite@nfb.org
(410) 659-9314 extension 2231
August 13, 2018**