



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

STEPHEN M. DEFRANK, CHAIRMAN

February 8, 2024

The Honorable Josh Shapiro
Governor of Pennsylvania
Room 508 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Governor Shapiro:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2023 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newline”). 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. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

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,

A handwritten signature in blue ink, appearing to read "Stephen M. DeFrank".

Stephen M. DeFrank
Chairman

Enclosure

cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
2023 TRS Annual Legislative Report, Docket No. M-2023-3037443.

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004, 35 P.S §§ 6701.1 – 6701.4.

² http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx



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PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

STEPHEN M. DEFRANK, CHAIRMAN

February 8, 2024

The Honorable Austin Davis
Lieutenant Governor of Pennsylvania
Room 200 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Davis:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),³ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2023 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newline”). 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. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

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.⁴

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STEPHEN M. DEFRANK, CHAIRMAN

February 8, 2024

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),⁵ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2023 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newline”). 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. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

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.⁶

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⁶ http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx

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

**SUBMITTED BY
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

FEBRUARY 8, 2024

In compliance with Section 6701.4(e), of the Universal Telecommunications and Print Media Access Act (UTPMAA),⁷ the Pennsylvania Public Utility Commission (Commission or PUC) respectfully submits this 2023 Annual Report⁸ 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 Telecommunications Relay Service (TRS) surcharge.⁹ The Commission is responsible for calculating the TRS surcharge rate on an annual basis pursuant to Section 6701.4(c) of the UTPMAA. The TRS surcharge is collected from all landline telecommunications customers and some fixed Voice over Internet Protocol (VoIP) telecommunications customers in Pennsylvania.¹⁰ TRS uses a CA (Communication Assistant) so a deaf, hard of hearing or someone who is deaf blind has equal access to wireline telecommunications services. There is specialized equipment needed to use these services and the TDD Program can provide that equipment if a consumer meets certain criteria. The CA will revoice or retype the confidential telephone conversation to make a phone call functionally equivalent.

The TDD Program distributes and 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 currently 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.¹¹

⁷ Act 34 of 1995, as amended by Act 174 of 2004, 35 P.S. §§ 6701.1 – 6701.4.

⁸ 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

⁹ 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. Initially, the PMAS Program was funded through special grants; however, beginning in July 2006, it has been funded entirely from the TRS surcharge. Print media does not contribute to the TRS Fund.

¹⁰ 73 P.S. § 2251.6(1)(ii) (PUC jurisdiction over VoIP for purposes of TRS fees is preserved under the 2008 VoIP Freedom Act.)

¹¹ <https://techowlpa.org>

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. Access is currently provided through the National Federation of the Blind (NFB) reading service, known as "NFB Newslines."

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

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" (WEI Pilot). OVR asserted that 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 to income-eligible persons with disabilities within Pennsylvania.

By Order entered July 8, 2015, the Commission granted OVR's Petition, allowing the WEI Pilot to proceed with funding from the TRS surcharge.¹² Following completion of the WEI Pilot and its review by OVR and Commission Staff, the Commission, by Opinion and Order entered February 27, 2019, adopted a permanent and ongoing wireless expansion initiative program as a funded component of the Pennsylvania TRS and TDD Program.¹³ A copy of that Opinion and Order is attached as Public Utility Commission Attachment A.

CALCULATION OF THE TRS SURCHARGE AND USE OF THE TRS FUND FOR 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. Certain LECs also report their fixed VoIP lines.¹⁴ The Commission sets the amount of the monthly TRS surcharge on each residential and business access line. The monthly 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. OVR is required to submit projected annual budgets for the TDD Program and the PMAS Program.

12 *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 Nos. P-2015-2484229, M-00900239, and M-2015-2460700 (Order entered July 8, 2015).

13 *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 Nos. P-2015-2484229, M-00900239, and M-2018-2640814 (Order entered February 27, 2019).

14 See 73 P.S. § 2251.6(1)(ii).

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.

The Commission calculates the TRS surcharge component for each program separately on a per wireline access line percentage basis. At its May 18, 2023, Public Meeting, the Commission approved an annual TRS surcharge recalculation for the twelve-month period beginning July 1, 2023, through June 30, 2024, at Docket Nos. M-2023-3037441 and M-00900239. The TRS surcharge rate for residential and business access lines to be applied during that period is set at \$0.00 per month.¹⁵ A copy of that Order approving the 2023-2024 TRS surcharge rate is attached to this report as Public Utility Commission Attachment B.

TDD PROGRAM

OVR and the Commission are working together towards an annual TDD Program budget for the ensuing year 2023-2024.

The TDD Program budget for July 1, 2022, through June 30, 2023, as submitted by OVR, was \$512,773, compared to \$740,928 for the budget year 2021-2022. OVR's 2022-2023 budget proposal estimated that the costs for the TDD Program will be: Personnel \$303,583; Demo and Loan equipment \$85,000 and the balance of \$124,190 on various categories such as Fringe Benefits for full and part time staff, Domestic Travel, Training, Dues-Subscriptions, Conference Registration, Computer Software, Consultants, Duplicating-Printing, Advertising, and Postage to name a few that are listed.

On October 17, 2023, OVR submitted its final TDD Program activity report for the period July 1, 2022, through June 30, 2023. A copy of that activity report is attached to this report as Public Utility Commission Attachment C.

Based on the bills submitted to and paid from the TDD Program sub-account for the 2022-2023 TDD Program year, the TDD Program account began the 2022-2023 program year with a sufficient surplus to provide for the statutory TDD Program elements and maintain an adequate cash flow reserve.

¹⁵ For the prior period 2022-2023, the TRS surcharge rate for residential and business access lines was \$0.00 per month.

TDD Program Sub-Account
For the period of July 1, 2022, to June 30, 2023

Beginning Balance on July 1, 2022	\$956,405.96
Revenue from the TRS surcharge	\$29,327.69
Earned net investment income	\$24,983.99
Distributed equipment costs	(\$25,676.80)
Consumer education and outreach	(\$242,988.41)
WEI program equipment	(\$174,064.70)
WEI program education & outreach	(\$102,120.91)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$1,784.13)
Ending Balance on June 30, 2023	<u>\$464,082.69</u>

PMAS PROGRAM

On November 9, 2023, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMAS Program budget for July 1, 2023, through June 30, 2024, as submitted by BBVS, is \$203,000, as compared to \$193,000 for the budget year 2020-2021. BBVS' 2023-2024 budget proposal estimated that costs will include twenty-eight 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. A copy of that budget is attached to this report as part of Public Utility Commission Attachment C.

Based on the bills submitted to and paid from the PMAS Program sub-account for the 2022-2023 PMAS Program year, the PMAS Program sub-account began the 2022-2023 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, 2022, to June 30, 2023

Beginning Balance on July 1, 2022	\$537,871.46
Revenue from the TRS surcharge	\$4,878.02
Earned net investment income	\$16,014.70
NFB Newsline annual element costs	(\$86,500.00)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$1,117.42)
Ending Balance on June 30, 2023	<u>\$471,146.42</u>

The NFB Newsline invoice payment by the BBVS are by way of a quarterly invoice and payment arrangement with NFB Newsline.

OVR INFORMATION

Pursuant to Section 6701.4(e)(2), OVR is required to file a budget and historical data of the equipment distributed for those who qualify for the TDD Program. Once the Commission receives the annual budget it disperses the necessary monies from the TRS Fund into the TDDP sub-account as part of its responsibility to monitor the TDD Program balance to ensure its adequate funding. While the main TRS account has sufficient funds to move into the TDD Program Account, the Commission may only release monies once a finalized budget has been filed with and received by the Commission. Because OVR did not officially submit a final budget with the Commission for the applicable fiscal year, the Commission was unable to release and disperse monies from the TRS Fund which has resulted in funding for the TDD Program running low.

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 (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 educators properly and accurately charged the fund for services provided; that only qualified bidders were awarded contracts through the Request for Proposals 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 only used for qualifying TDD Program and PMAS Program services and equipment.

On January 26, 2022, at Docket Number D-2022-3030518, Audits initiated an audit of the Telecommunications Relay Service for the period March 2019 through February 2021. Audits released its report at Public Meeting on March 2, 2023. Audits began an audit of the Telecommunication Device Distribution Program and Print Media Access System Program for the 12-month periods ending June 30, 2020, June 30, 2021, and June 30, 2022, on November 7, 2023.

ATTACHMENTS (3):

Public Utility Commission Attachment A: Commission Opinion and Order entered February 27, 2019, adopting a permanent and ongoing wireless expansion initiative program as a funded component of the Pennsylvania TRS and TDD Program (Docket Nos. P-2015-2484229, M-00900239, and M-2018-2640814).

Public Utility Commission Attachment B: Commission Order entered May 18, 2023, approving the current TRS surcharge rate (Docket No. M-2023-3037441).

Public Utility Commission Attachment C: TDD Program and PMAS Program Information Submitted by OVR.

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Public Meeting held December 20, 2018

Commissioners Present:

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

Petition of the 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

Petition of the Pennsylvania Telephone
Association Requesting the Commission to
Approve Implementation of Pennsylvania Relay
Service for Deaf, Hearing, or Speech-Impaired
Community within the Commonwealth of
Pennsylvania

Docket No. M-00900239

Recalculation of the Pennsylvania Annual
Telecommunications Relay Surcharge

Docket No. M-2018-2640814

OPINION AND ORDER

BY THE COMMISSION:

By this Opinion and Order, the Commission adopts a permanent and ongoing wireless expansion initiative program (WEI) as a funded component of the Pennsylvania Telecommunications Relay Service (TRS) and the Telecommunications Device Distribution Program (TDDP).

I. Background

On July 8, 2015 the Commission entered its Order (*July 2015 Order*) in the above-referenced proceeding at Docket No. P-2015-2484229.¹ The *July 2015 Order* granted a Petition (Petition) from the Office of Vocational Rehabilitation (OVR), Department of Labor and Industry (L&I) authorizing the funding of a pilot project involving the distribution of wireless equipment to income-eligible persons with disabilities within Pennsylvania.

The *July 2015 Order* approved a WEI Pilot within the legal and policy framework of the existing telecommunications device distribution program that is administered by OVR-L&I and is funded by the Pennsylvania Telecommunications Relay Service Fund (TRS Fund or Fund).² As contemplated in the *July 2015 Order*, following completion of the WEI Pilot and its review by the OVR and Commission staff, the Commission takes the next step to make permanent and ongoing the WEI program as set forth below.

The Commission does this by granting OVR's initial budget in its entirety as set out in the OVR Report that was filed with the Commission in June 2018.³ Such an action relies on the public interest and legal findings we made in the *July 2015 Order*

¹ *Petition of Department of Labor & Industry Office of Vocational Rehabilitation for a Proposed Pilot for Distribution of Telecommunication Relay Service Wireless Equipment to People with Disabilities in Pennsylvania et al.*, Docket Nos. P-2015-2484229, M-00900239 *et al.*, (Order entered July 8, 2015) (*July 2015 Order*).

² The Commission administers the Pa. TRS Fund. *See also* 35 P.S. § 6701.4(c).

³ *In re: Petition of the 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, Amended Report of Department of Labor and Industry, Office of Vocational Rehabilitation (June 13, 2018) (hereinafter OVR Report).

establishing the WEI Pilot and reflects OVR's experience with the WEI Pilot addressed in the OVR Report.

OVR proposed a three-year budget in which the distributed equipment is proposed to be replaced every three years.⁴ OVR proposes a budget of \$199,393 for the first year of the program consisting of \$70,750 for initial start-up costs and another \$129,143 of which \$62,390 is for equipment and \$66,753 is for non-equipment costs. Budget Years 2 and 3 would remain at the \$129,143 with identical allocations of \$62,390 for equipment and \$66,753 for non-equipment costs.

At an anticipated cost of \$547 per wireless device, this translates to providing roughly 114 devices annually. OVR's proposed incremental increase in device distribution is based on programs in Missouri and Colorado, which, when expanding their TRS programs to include wireless communications, encountered increases in device distribution of approximately 30%. Based on those states' experiences, OVR proposes a similar increase for Pennsylvania's TDDP to include wireless devices, although those states have half the population of Pennsylvania.

The Commission accepts this initial OVR budget recommendation at this time for two reasons. First, there is a need to focus on implementation and outreach at the outset. Thereafter, however, OVR should be looking to lower the expense related to administration of the program and increase the proportion of expense associated with the distribution of equipment, effectively lowering the non-equipment costs as a percentage of the overall budget. Second, this is the only budget proposed in support of OVR's Petition. The Commission believes that it is appropriate to require OVR to commit to evaluating the budget with those parameters in mind and submitting the same to the

⁴ OVR Report at 33.

Commission timed to coincide with the Commission's evaluation of a TRS and TDDP budget and the annual TRS surcharge recalculation, typically in May/June of each year.

The OVR budget the Commission adopts today is an initially small but important step towards enhancing communications capabilities to low-income Pennsylvanians with disabilities given Pennsylvania's demographics. However, given the potential universe of persons in Pennsylvania that may be eligible to participate in WEI,⁵ the Commission will require OVR to review its budget and assess its program annually to evaluate how well it is effectuating its purpose. The Commission will also require that OVR operate the program on a more geographically balanced basis across Pennsylvania as proposed in using the Assistive Technology Resource Centers (ATCRs) or a functional equivalent. OVR shall present its findings and proposals in conjunction with the Commission's annual calculation of the TRS surcharge in May/June of each year.

A wireless equipment distribution program better ensures compliance with Pennsylvania law requiring the Commission to support a TRS program to facilitate communications for persons with disabilities by wire or radio. This is warranted because communications for impaired citizens by wire or radio must be reasonably comparable to the communications by wire or radio available to non-impaired citizens. Under this program, the Commission is supporting a wireless device distribution program in which the qualified consumer must still buy the underlying wireless access service. Like the current TDDP, however, the Commission is approving a budget that provides equipment

⁵ As one example, the Pennsylvania demographic and economic information from the 2016 American Community Survey data of the U.S. Census Bureau shows that for a poverty determination Pennsylvania's population of 12,369,671 citizens, 30.2%, or 3,736,519, are at or below 200% of poverty and 3.7%, or 469,694 from a 12,579,598 non-institutionalized population have hearing difficulties. Applying the 30.2% poverty level figure to the population with hearing difficulties, about 141,847 Pennsylvanians could be eligible to participate in the WEI expanded program.

with adaptations to qualified individuals that is necessary to provide equal access to communications in today's market.

To appreciate this action in context, it is important to summarize the development of TRS in Pennsylvania over the past 28 years. That summary explains why this incremental proposal is the logical extension of the Commission and Commonwealth commitment to TRS in Pennsylvania. The proposal to limit spending to the OVR budget in the initial phase is fiscally responsible because it can be funded from the existing access line surcharge and budget and be adjusted as OVR provides additional information based on its actual experience in Pennsylvania.

History of the TRS Fund

Our *July 2015 Order* addressed the history and implementation of the current TRS program up until that time. As we stated then, the Commission established TRS service in response to a petition by the Pennsylvania Telephone Association (PTA) urging the Commission to create a program because that was consistent with the law and the public interest. The TRS service established by the Commission has been supported by a monthly fee on wireline access lines. This ensures the delivery of adequate and equivalent access to services by end-user consumers with physical impairments under applicable federal law.⁶ Thereafter, Act 34 of 1995, 35 P.S. §§ 6701.1-6701.4 (Act 34), codified the operation of relay service and the Commission's oversight of the TRS Fund and surcharge mechanism in Pennsylvania.

⁶ Federal Americans with Disabilities Act of 1990, as amended, 42 U.S.C. §§ 12101 *et seq.*

Act 34 also established the TDDP, a device distribution program funded by the TRS Fund.⁷ TDDP supports the distribution of equipment to facilitate telecommunications although neither the rates or operations for that equipment are regulated by, or subject to, the Commission’s jurisdiction. Responsibility for managing the TDDP is vested with OVR. The responsibility for financial oversight and disbursements in support of the TDDP program rests with the Commission pursuant to the submission of annual budgets from OVR.

Act 174 of 2004, 35 P.S. § 6701.3a, moreover, established the Print Media Access System Program (PMASP) that is also funded by the TRS Fund.⁸ PMASP is a service that facilitates access to printed media information for consumers although neither the rates nor related services are regulated by, or subject to, the Commission’s jurisdiction. The statutory provisions addressing this information service are now referred to as the Universal Telecommunications and Print Media Access Act (UTMPAA).⁹ The UTMPAA also requires the Commission to report annually on the TRS Fund, the TDDP, and the PMASP programs supported from the TRS surcharge to the General Assembly. 35 P.S. § 6701.4.

⁷ TDDP provides equipment to enable eligible low-income persons to use telecommunications relay services. The statute was amended by Act 181 of 2002 to be more inclusive of persons with disabilities by expanding the definition of “persons with a disability” to include all disabilities that prevent a person from using standard telecommunications equipment.

⁸ PMASP is a newspaper reading service for persons with certain vision and physical disabilities. Administrative responsibility is vested in OVR. The Commission is responsible for the financial oversight and disbursements supporting this newspaper access program under relevant OVR budgetary submissions although the Commission does not regulate rates or delivery of newspapers in Pennsylvania or similar information services.

⁹ *See* 35 P.S. § 6701.

The Commission subsequently established Captioned Telephone Relay Service (CAP-Tel), a telecommunications service, in Pennsylvania in response to suggestions from our Telecommunications Relay Advisory Board (TRS Board) about consumer need for this service. The Commission did so by contract pursuant to a request for proposals process. Cap-Tel permits consumers to communicate using modern technology that relies, in part, on Internet Protocol (IP). The Commission also issued an advisory letter on July 9, 2014 that authorized funding for the distribution of IP-enabled wireline devices through the TDDP to eligible end-users in response to changing technology.

The quality of service provided by our certificated TRS provider is subject to the Commission's jurisdiction. Hamilton Relay Service, Inc.¹⁰ (Hamilton Relay), the current certificated traditional relay provider, submits the estimated annual traditional relay minutes of use (MOUs) and charges. Hamilton Telecommunications Company¹¹ (Hamilton Telecommunications), an affiliate of Hamilton Relay, provides Cap-Tel pursuant to a contract with the Commission and submits the estimated annual Cap-Tel MOUs. OVR submits the annual TDDP and PMASP budgets. The TRS Fund covers the TRS Board activities and Fund Administrator costs as well.

The Pennsylvania relay service costs (including the intrastate Cap-Tel) are recovered through the monthly TRS surcharge set by the Commission and currently assessed by the Local Exchange Carriers (LECs) on wireline residence and business customers.¹² The TRS Fund and the monthly surcharge are reviewed by staff and set by

¹⁰ See *Application of Hamilton Relay*, Docket No. A-2014-2447601 (December 4, 2014).

¹¹ See RFP-2012-2, Bp8=2304702 (May 24, 2012).

¹² See 52 Pa. Code §§ 63.31-63.37.

the Commission annually, typically to be effective in June of each year.¹³ Additionally, the Commission's Bureau of Audits periodically audits the TDDP pursuant to the Memorandum of Understanding executed between L&I and the Commission at Docket No. M-00900239F0004.¹⁴

The WEI Pilot was part of the Commission's long-standing commitment to support the communications needs of disabled persons in Pennsylvania.¹⁵ The *July 2015 Order* adopting the WEI Pilot program reflected a determination that a wireless device distribution program furthered the statutory mandate to facilitate communications by eligible impaired consumers using wire and radio in the Commonwealth and was in the public interest. The Commission recognized that any program established following the results of the WEI Pilot must also be consistent with that Pennsylvania law and could be supported from the current TRS Fund and surcharge in Pennsylvania.

The WEI Pilot

Among other duties, the OVR is responsible for providing services designed to increase the independence and employability of individuals in Pennsylvania

¹³ Staff shall include the wireless device program in their review and calculation of the surcharge presented for disposition at Public Meeting.

¹⁴ *See, e.g., A Report on the Telecommunications Device Distribution Program and Print Media Access System Program Audits for the Twelve-Month Period Ended June 30, 2015 and June 30, 2012*, Docket No. D-2014-2406981.

¹⁵ On May 24, 1990, the Commission entered an Opinion and Order approving the joint petition of the PTA and AT&T Communications, Inc. for approval to implement a Telecommunications Relay Service for Deaf, Hearing and/or Speech impaired citizens of the Commonwealth of Pennsylvania and to issue AT&T a certificate of public convenience authorizing the delivery of TRS service supported by a surcharge on consumer's telephone bills. The Telecommunication Act of 1996 (TA-96) subsequently clarified that Section 153 encompassed intrastate communications within the authority of the Federal Communications Commission (FCC), effectively authorizing the FCC to certify that Pennsylvania TRS programs comply with federal mandates.

with hearing, visual, speech, or other disabilities. Recent American Community Survey (ACS) data indicate that approximately 3.7 percent of Pennsylvanians have difficulty hearing and, of that number, approximately 30.2% would be eligible for support because they are at or below 200% of the federal poverty level. This translates into 469,694 Pennsylvanians with hearing difficulties and, of those, approximately 141,847 are below the 200% poverty level and are eligible to benefit from this program.

As part of those responsibilities to multiple communities, OVR is also in charge of administering the TRS TDDP.¹⁶ In its Petition, OVR requested approval to use the TRS Fund support to conduct a two-year, two-phase TDDP Pilot that would distribute wireless devices to eligible participants to obtain more data on public interest and benefit attributable to a wireless equipment program.¹⁷ The OVR averred that expanding the TRS to include modern technology would increase communications options using both standard wireline as well as specialized wireless features and applications.¹⁸ A wireless device distribution program would also allow participants to receive emergency notifications in real time. In short, they asserted that a wireless distribution program would provide equivalent communications capabilities through more modern technology and that a pilot project might potentially be useful as a way of examining how to establish a permanent program on a statewide basis consistent with Pennsylvania law.¹⁹

¹⁶ 35 P.S. § 6701.3a.

¹⁷ Qualified participants in the pilot program had to be a disabled resident of the Commonwealth who was not younger than six, should have had telephone service, was able to learn how to use a telecommunications device, and had an income not more than 200% of the federal poverty level (FGPI). These requirements were consistent with other requirements imposed under Pennsylvania law. 35 P.S. § 6701.3.

¹⁸ At the time, wireless equipment distribution programs were already underway in 11 states. This has grown to 17 states since then. The OVR Report relies, in part, on experiences in two of those states.

¹⁹ 35 P.S. § 6701.2 authorizes a program to distribute equipment that operates by wire or radio (wireless) and provide eligible persons the ability to communicate by wire or radio as discussed in more detail below.

The Commission published the Petition in the *Pennsylvania Bulletin* for comment. Comments in favor of the pilot were filed by the Office of Consumer Advocate (OCA), the Honorable Representative Edward C. Gainey, 24th Legislative District, L&I's Advisory Council for the Deaf and Hard of Hearing (L&I Advisory Council), the Commission's TRS Advisory Board, L&I's Office of the Deaf and Hard of Hearing (ODHH), and the Hearing Loss Association of Pennsylvania (HLAA-PAA). No comments opposed the legality or overall purpose and substance of the pilot.

The July 2015 Order

The *July 2015 Order* established the WEI Pilot implemented through Temple University as Administrator of the TDDP on behalf of OVR under Commission oversight. The WEI Pilot was a two-year pilot project designed to test the availability and use of wireless devices by a limited number of eligible Pennsylvanians with disabilities for a limited timeframe in which wireless devices would be supported from and distributed to eligible end-users through the existing TDDP.²⁰

The WEI Pilot, *inter alia*, provided for:

- Recruitment and selection of 60 eligible participants over the two-year, two-phase project;
- Distribution of selected wireless/mobile devices equipped with appropriate applications and software;
- Outreach, training, surveys, and personal interview evaluation activities;

²⁰ See generally 35 P.S. § 6701.3.

- Remote system software updating for the distributed wireless devices by an equipment administrator; and
- Monitoring, measurement, and evaluation of the use of these devices and their use.

OVR sought, and the *July 2015 Order* approved, funding from the TRS Fund for the relevant costs of the WEI Pilot. This included the costs of the wireless device equipment distribution and the costs for managing the overall TDDP WEI Pilot through its two-year duration. The estimated costs of the pilot were approximately \$85,000 for the first year of the WEI Pilot²¹ in which Phase I would seek to enroll 30 eligible²² individuals. The *July 2015 Order* established Phase II based on the results of Phase I which also would seek to enroll 30 eligible individuals based on slightly different selection criteria. Temple University held mandatory meetings to explain the pilot and provide training to assist pilot participants. Temple University also conducted case studies and “longitudinal” surveys to assess the needs and trends that surfaced during the TDDP Pilot.

As with the current distribution program, participants were responsible for some costs. Like the TDDY program, the WEI Pilot still required the participant to pay for the cost of the underlying wireless connectivity service(s) to enable the wireless devices to function.²³ Participants were also responsible for any travel expenses

²¹ The budget table in the WEI Proposal disclosed a projected outlay requirement of \$83,233.38 for “Grant Year 1” or Phase I of the TDDP Pilot.

²² The criteria for eligibility in the TDDP pilot are those that are statutorily mandated at 35 P.S. § 6701.3.

²³ The WEI Proposal explicitly states “Individuals [TDDP Pilot participants] will need to describe how they will access wi-fi service (in their home or in the community e.g., public library) and understand that the program will not pay for such wireless access services.” OVR Petition, WEI Proposal at 8.

associated with program orientation and training in Darby and Philadelphia, Pennsylvania. This latter requirement negatively impacted OVR's ability to fulfill the full proposed enrollment.

The *July 2015 Order* and OVR Report demonstrate universal support regarding the merits of the WEI Pilot and the desire for statewide access to wireless technologies, communications, and devices by eligible persons with disabilities. The Commission recognized that federal authority over TRS mandates availability within a state and that federal certification of such programs requires corresponding compliance with federal requirements. These requirements include a prohibition on actions that discourage or impair the technology providing TRS.

The Commission agreed with the comments that public benefits accruing to eligible participants under the proposed WEI Pilot promoted the public interest and satisfied Pennsylvania's obligation under federal and state law to provide adequate and equivalent access to communications access for Pennsylvanians with disabilities. The Commission recognized that it possessed the necessary administrative flexibility to deal with these matters and to seek timely and appropriate legislative changes if and when such changes become necessary.

The Commission concluded that the TRS program serves the public interest and that such action was consistent with Section 225(d)(2), 47 U.S.C. § 225(d)(2), of federal law and ensured compliance with the certification requirements under Section 225(f), 47 U.S.C. § 225(f). After commending L&I, OVR, and Temple University in their efforts to refine policies for increased TRS access to wireline and wireless telecommunications services under Pennsylvania and federal law, the Commission noted that an advisory letter had been issued on July 9, 2014 which also authorized the funding of IP-enabled wireline devices to eligible end-users.

The Commission also concluded that a WEI Pilot fit within the definitions of TRS services by radio and wire under Pennsylvania law and that the scope of the WEI Pilot was consistent with the applicable statutory parameters of the UTPMAA as well as federal law.

Based on those determinations and conclusions, the *July 2015 Order* authorized TRS funding for the WEI Pilot for actual costs up to \$85,000 for Phase I and up to \$90,000 for Phase II. The *July 2015 Order* added the caveat that if there were cost overruns OVR could petition for additional TRS funding, curtail the scope of the pilot program to stay within the approved funding or find alternate funding. The Commission recognized certain concerns with the future funding for the TRS Program but declined to address future funding of a TDDP wireless device program on a permanent statewide basis from the TRS Fund but agreed to address that in collaboration with OVR and Temple University.

The *July 2015 Order* also established a subaccount within the TRS Fund for the WEI Pilot given that neither of these sums impaired the solvency of the TRS Fund on a one-time basis. The TDDP portion of the TRS Fund had an appropriate monetary reserve that was sufficient to absorb the projected implementation cost of the proposed wireless pilot.²⁴

Moreover, consistent with the Commission's statutory oversight of the TRS Fund and the public interest in this program, and to ensure compliance with federal law, the *July 2015 Order* required monthly billing detailing the costs incurred. OVR was required to submit detailed monthly bills for costs incurred for the TDDP Pilot to Commission staff in a manner that followed the current TDDP bill payment procedures.

²⁴ 2014 Annual Report pursuant to the UTPMAA to the General Assembly, dated October 1, 2014, http://www.puc.pa.gov/Telecom/pdf/TDD_Program_Legis_Rpt2014.pdf.

Commission staff would submit TDDP Pilot bills for payment in the same manner in which TDDP bills are currently paid. The TDDP Pilot expenses were subject to the Memorandum of Understanding between L&I and the Commission. The Commission required submission of the OVR Report on the Pilot Program from OVR and further instructed staff to submit a report following submission of the OVR Report.

Subsequent Developments

On June 13, 2018, following completion of the WEI Pilot established by the *July 2015 Order*, OVR filed an amended response and recommendations in an OVR Report. The OVR Report provided detailed amended information requested by the Commission on monetary support, the practices in other states, and on the feasibility of creating a permanent wireless equipment distribution program based on the recently completed WEI Pilot.²⁵ The OVR Report outlined the public interest in a wireless distribution program relying, in part, on the benefits and experiences documented by the pilot participants. OVR recommends making the program permanent.²⁶

The Commission staff identified several options: (1) provide standard wireless equipment without special adaptations or training through the TDD Program; (2) provide the adaptations for standard wireless equipment and provide specialized wireless equipment and training through the TDD Program; or (3) decline to provide wireless equipment through the TDD Program and maintain the TDD Program as it was prior to the pilot.

²⁵ *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 (July 8, 2015); *OVR Additional Information on Wireless TDDP Program* (June 13, 2018).

²⁶ OVR Report at 33.

Option 2 was thought to more closely mirror the existing TDD Program by providing adaptations and specialized equipment needed to make telecommunications capabilities accessible although the program does not provide the underlying service or basic equipment available off the shelf. It was further noted that when the adaptation or accommodation is intrinsic to the device, such as an IP-enabled captioning telephone that works with IP-enabled circuits and services — with a regular captioning telephone capable of working only with traditional wireline connections — then the IP-enabled captioning telephone equipment is provided.²⁷

II. Disposition

The Commission hereby creates a permanent and ongoing wireless distribution program in Pennsylvania supported from the current TRS fund. The *July 2015 Order* concluded that the pilot wireless equipment distribution program was within the existing TDDP program and was fully consistent with applicable Pennsylvania and federal statutes, effectively obviating concerns with Commission jurisdiction. It is worth reiterating, again, that Pennsylvania’s Universal Telecommunications and Print Media Access Act that also governs the operation and funding of TDDP, includes the following definitions:

“Telecommunication device.” Equipment necessary for a person with a disability to engage in communication by wire *or radio* with another person with a disability or with a hearing individual.

* * *

²⁷ Report of staff at 14.

“Telecommunications relay service.” Telephone transmission services that provide the ability for a person with a disability to engage in communication by wire *or radio* with a hearing individual in a manner that is functionally equivalent to the ability of a person who does not have a disability to communicate using voice communication services by wire *or radio*. The term includes services that enable two-way communication between an individual who uses a telecommunication device or other nonvoice terminal device and an individual who does not use such a device.

35 P.S. § 6701.2 (emphasis added).

We concluded in the *July 2015 Order*, and reiterate today, that the availability of wireless devices under the TDDP mechanism for eligible persons with disabilities meets the statutory standard for communication by “radio” or “wire” under our statute. This is because mobile wireless devices for end-user consumers operate on the basis of available radio frequencies that are managed by commercial wireless service providers.²⁸

These provisions and our precedent clearly establish the Commission’s legal authority to support a permanent and ongoing wireless device distribution program under Pennsylvania and federal law.

The Commission recognizes the challenge of supporting wireless and wireline device distribution programs solely by surcharging wire access lines with no accompanying support from wireless services even though Pennsylvania law requires the

²⁸ See also *July 2015 Order* at 12-13.

Commission to facilitate communications by wire and radio. However, the resolution of whether wireless service providers can be required to fund a wireless device program under this existing statutory language should not preclude action today. The Commission has a separate legal mandate to facilitate communications by wire or radio irrespective of funding sources. The Commission has authority to support a wireless device program, particularly given the clear public interest and support for such a program determined in the *July 2015 Order* and the results from the WEI Pilot, the OVR Report, and staff review.

Today's action simply effectuates a state-mandated communications assistance program, including equipment, through wire or radio to a very discrete class of beneficiaries – low-income, deaf, hearing, speech impaired, or some combination thereof, to citizens of Pennsylvania. The WEI Pilot we adopted in the *July 2015 Order* simply updates the ways of meeting that mandate to recipients of the program given the statute, changing consumer needs, and technology. Our *July 2015 Order* recognized that a permanent device program might be necessary and appropriate although we deferred action on that issue until we had completed the WEI Pilot and further considered the experience from that pilot.

Although a permanent wireless distribution program is legal and clearly consistent with the public interest, the Commission's implementation of that mandate must be prudent. The initial budget for a permanent program requested by OVR stays well within the funding parameters of the existing monthly \$0.08 per access line surcharge and avoids imposing unacceptable or unsustainable burdens on the existing Fund or those consumers who support that Fund. For these reasons, we believe that approving OVR's initial budget proposal in the OVR Report is appropriate. While that

budget may change if the need demonstrated by OVR changes, the initial OVR budget approval supports a permanent program within the existing surcharge.²⁹

The Commission agrees with the OVR Report that support for a suite of wireless equipment and adaptations is necessary, given the intertwined nature of wireless equipment and the adaptations needed to use that equipment. The OVR Report properly addresses the change in consumer expectations, technology, and the proliferation of devices in the market for non-impaired citizens.

The fact that different adaptations are already provided in Cap-Tel wireline distributed equipment today supports a similar approach for wireless devices. Consumers will receive the device with the needed adaptations to operate it, but they must buy the underlying wireless access service. Given the lower-incomes required for participation in the TDDP, it is worth reiterating our support for the FCC's Lifeline Program because it provides \$9.25 in monthly support so that low-income consumers can buy voice or broadband Internet access service.

This action is not without precedent. Our *July 2015 Order* formally authorized the funding of the WEI pilot project in the following:

In our evaluation of the proposal for a TDDP Pilot to explore accessible wireless options, we are guided by the UTPMAA, which vests administrative oversight of TDDP operations in OVR. *See* 35 P.S. § 6701.3. We are also guided by federal law governing TRS [telecommunications

²⁹ If future developments indicate otherwise, OVR can address those developments in conjunction with submission of their annual budget for TRS-supported operations. While supplemental budgets in the interim may be appropriate, it is better to submit any adjustments in the OVR budget to coincide with our review and approval of a TRS program budget and the surcharge ancillary to supporting that budget.

relay service], particularly the prohibition contained in Section 225(d)(2) of the federal Communications Act of 1934 as amended, 47 U.S.C. § 225(d)(2), against discouraging or impairing the development of new technology.

July 2015 Order at 5. Our *July 2015 Order* found that the WEI pilot project was fully “within the applicable statutory parameters of the UTPMAA” and that it was also “entirely consistent with applicable federal law.” *July 2015 Order* at 13.

The OVR Report has been formally endorsed by the Commission’s TRS Advisory Board during its formal May 9, 2018 meeting.³⁰ OVR’s recommendation contains projected costs that assume a 30% increase in equipment distribution related costs based on prior experience in Colorado and Missouri or a total of 402 wireline and wireless devices. The OVR Report estimate relies on states who implemented a wireless equipment distribution program that are far smaller than Pennsylvania. OVR’s estimate for a total of 402 devices of which at least 114 will be for new wireless devices is a good start given that the device cost has dropped to a projected average figure of \$547 compared to the pilot-program cost of \$1,273 per device although both are higher than the average wireline device cost of \$135.³¹

³⁰ A Kay Tyberg, Chair of the TRS Advisory Board stated the following in her July 5, 2018 letter communication to the Commission: “After due consideration of the findings and recommendations in the report [OVR Report], the Board advises the Public Utility Commission of its desire that the TDDP be expanded statewide to include wireless telecommunications devices – only; (NOT voice or data services) for Pennsylvanians with disabilities who meet all other TDDP eligibility criteria.”

³¹ The significant cost difference was attributed to the wireless devices in a permanent program compared to the pilot program and traditional devices arises because wireless devices, particularly devices with support/service plans, cost 90% more than traditional landline equipment. As indicated in the table below, Pennsylvania’s TDDP program averages \$135 per participant in equipment cost. The wireless initiative averaged \$1,273 per participant in equipment costs. By providing equipment without service/support packages, OVR’s expects to reduce this average equipment cost to \$547 per recipient. See OVR Report at 34.

The OVR Report also provides data supporting the need to support additional administrative costs, demonstration equipment, and an Assistive Technology Lending Library at regional ATRCs. The projected equipment distribution totals \$70,750 in one-time start-up costs and \$129,143 in yearly program-related expenses for a total of \$199,893 for the first year of operation. This estimate contains an annual \$13,000 cost for Education Outreach and focuses on information sessions, online access, and a modestly staffed customer service operation.

The eligibility requirements are identical to those for the existing TRS Program. They require Pennsylvania residency, 200% or less of the federal poverty guideline, access to Wi-Fi or a wireless service with a data plan (purchased by the consumer), and the ability to learn how to use the equipment. There are no direct public awareness and outreach costs to inform the public about this program although there are Education Outreach costs that will apparently focus on the eligible population. OVR anticipates replacing the equipment distributed on a 3-year cycle.

While the Commission can consider several options to move this program forward, for the reasons stated, the Commission concludes that the option to create a permanent program using the very modest incremental need projected in the OVR Report is best. This option relies on OVR's research and data. While this does not reflect specific and more recent ACS census data for Pennsylvania's population, a modest program is preferable at the outset unless and until OVR provides more robust reporting and budgetary analyses.

The Commission also believes that OVR's budget must extend to a broader geographic reach in Pennsylvania. We agree with the OVR Report that the program must support funding ATRCs or their regional equivalent. This ensures that eligible citizens in those areas have access to information and training as easily as those residing in urban

areas. Unlike the WEI Pilot, where the funding and distribution was operated from Darby and Philadelphia, the ATRCs operate throughout Pennsylvania and their input and expertise will be critical to ensuring a Commonwealth-wide program.

Our decision to approve the OVR budget for the initial three years recognizes two facts. First, in approving this program on a permanent basis, the Commission is acting between the annual recalculations of the TRS surcharge that occurs in June of each year. Second, any budgetary change may be reflected in these annual recalculations. Any resource need arising in the future can be addressed by filings timed to coincide with the Commission's annual establishment of a TRS budget and the surcharge recalculation that occurs in time for the establishment of a surcharge in June. Any need arising under the approved OVR budget that occurs under the existing surcharge before the next surcharge recalculation can be met by using any surplus that has arisen this year and then from any accumulated surplus. The use of any accumulated surplus must be tempered by possible FCC regulatory developments, including the allocation of federal TRS program costs to Pennsylvania, and a prudent reserve.

At a minimum, however, the OVR budget for continuation and expansion of the WEI approved today will be used for future funding with the opportunity to consider additional requests, along with supporting information, as the need arises;
THEREFORE,

IT IS ORDERED:

1. That the Commission hereby adopts a permanent and ongoing wireless equipment distribution program as a funded component of the Pennsylvania Telecommunications Relay Service and the Telecommunications Device Distribution Programs;

2. That the Department of Labor & Industry Office of Vocational Rehabilitation has the funding authority to implement the wireless equipment distribution program on the initial and subsequent 3-year cycles presented in the Office of Vocational and Rehabilitation Report of the Wireless Expansion Initiative Pilot dating from entry of this Opinion and Order in the current funding year and thereafter timed as part of the Commission's annual TRS surcharge recalculation, unless interim adjustments are presented and adopted;

3. That the funding for the initial 3-year cycle of this permanent and ongoing wireless equipment distribution program as proposed in the OVR Report is approved as filed unless adjusted by the Commission in consultation with the Office of Vocational Rehabilitation;

4. That the funding total for the wireless equipment distribution program in the initial 3-year cycle is approved at \$458,179 unless adjusted by the Commission in consultation with the Office of Vocational Rehabilitation;

5. That the annual budget for a wireless equipment distribution program in any subsequent year that is proposed will be considered as part of the Commission's annual TRS surcharge recalculation;

6. That the Office of Vocational Rehabilitation projected one-time start-up non-equipment costs of \$70,750 for the initial year of the 3-year cycle is approved as proposed in the OVR Report unless adjusted by the Commission in consultation with the Office of Vocational Rehabilitation;

7. That the Office of Vocational Rehabilitation projected anticipated costs of \$129,143 for the initial year of the 3-year cycle is approved as proposed in the OVR Report unless adjusted by the Commission in consultation with the Office of Vocational Rehabilitation;

8. That the Office of Vocational Rehabilitation projected anticipated cost of \$129,143 for Year 2 and Year 3 of the initial 3-year cycle is approved as proposed in the OVR Report unless adjusted by the Commission in consultation with the Office of Vocational Rehabilitation;

9. That the funding and the actions hereby authorized for the distribution of wireless equipment to eligible persons with disabilities does not preclude or otherwise prohibit the simultaneous availability or distribution of wireline devices to the same persons under the Telecommunications Device Distribution Program;

10. That the Commission's Telecommunications Relay Service Advisory Board and the Office of Special Assistants, in consultation as necessary with the Bureaus of Technical Utility Services and Law, continue to monitor and report to the Commission on the operation and surcharge funding for Pennsylvania's Telecommunications Relay Service and Telecommunications Device Distribution Programs under state and federal law, including this ongoing and permanent wireless equipment distribution program;

11. That the Office of Vocational Rehabilitation prepare an annual evaluation of the budget for Commission consideration with the goal of increasing within the overall budget the proportion of the TRS budget related to the distribution of wireless devices and decreasing the proportion related to administration;

12. That the Office of Vocational Rehabilitation prepare an annual evaluation of the budget for Commission consideration with the goal of increasing the geographic reach of the wireless device distribution;

13. That this Opinion and Order be served upon the Secretary of the Department of Labor and Industry, the Office of Vocational Rehabilitation, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Commission's Telecommunications Relay Service Advisory Board; and

14. That a copy of this Opinion and Order be published in the *Pennsylvania Bulletin* and posted on the Commission's website.

BY THE COMMISSION,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive, flowing style.

Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: December 20, 2018

ORDER ENTERED: February 27, 2019

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held May 18, 2023

Commissioners Present:

Gladys Brown Dutrieuille, Chairman
Stephen M. DeFrank, Vice Chairman
Ralph V. Yanora
Kathryn L. Zerfuss
John F. Coleman, Jr.

Recalculation of the Pennsylvania
Telecommunications Relay Service Surcharge

M-2023-3037441
M-00900239

ORDER

BY THE COMMISSION:

In accordance with our May 29, 1990, Order at Docket No. M-00900239 establishing the Pennsylvania Telecommunications Relay Service (TRS or Relay)¹ and surcharge funding mechanism (TRS surcharge) and subsequent Commission orders and legislation,² we have completed the annual recalculation of the TRS surcharge rate established for the period beginning on July 1, 2023, and ending June 30, 2024. The Commission proposes to continue with the current TRS surcharge rate of \$0.00 per month for residential and business access lines³ for the upcoming fiscal year period beginning July 1, 2023.

¹ Additional information on TRS may be found at

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx

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 Relay and use of the TRS surcharge funding mechanism; and Act 174 of 2004, 35 P.S. § 6701.3a, which established the Print Media Access System Program (PMASP) which may be funded in part or in whole by the TRS surcharge. 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” or “UTPMAAA.”

³ See 2022 Recalculation of the Pennsylvania Telecommunications Relay Service Surcharge Order at Docket No. M-2022-3030272.

Background

The annual TRS surcharge recalculation is dependent on data from several sources. Local Exchange Carriers (LECs⁴) are required to submit annual wireline access line counts to the Commission pursuant to 52 Pa. Code § 63.37. The traditional relay provider, Hamilton Relay, Inc.,⁵ submitted the estimated minutes of use and charges for the fiscal year July 1, 2023, through June 30, 2024. Hamilton Telephone Company d/b/a Hamilton Telecommunications submitted the estimated minutes-of-use report for the Captioned Telephone Relay Service⁶ (CTRS). Pursuant to Sections 6701.3(b)(3) and 6701.4(c) of the UTMCAA, 35 P.S. § 6701.3(b)(3) and 6701.4(c), the Office of Vocational Rehabilitation (OVR), Department of Labor and Industry is required to submit annual budgets with the Commission for the TDDP and the PMASP for the applicable fiscal year.⁷

Forecasted Operations Costs for 2023 – 2024

The Commission shall continue its active oversight of the operations of the Pennsylvania Telecommunications Relay Service. In doing so, the Commission believes it is necessary to continue to collaborate with OVR and its TDDP administrator⁸ to ensure adequate funding for distribution of TDDP equipment to qualified Pennsylvanians. As stated above, OVR is required to file annual budgets for the TDDP and the PMASP.⁹ We acknowledge that OVR is statutorily obligated to ensure that there is adequate funding for the TDDP and the PMASP in Pennsylvania and we are willing to assist OVR to fulfill this mission, which requires that the Commission properly and timely receives the appropriate and required documentation.¹⁰ However, since OVR has not officially submitted the TDDP and PMASP budgets with the Commission, we used

⁴ LECs include both incumbent and competitive local exchange carriers.

⁵ Hamilton Relay, Inc. (Hamilton) holds the TRS Certificate of Public Convenience to provide TRS throughout the Commonwealth of Pennsylvania. The Commission approved Hamilton's Application by order entered December 4, 2014, at Docket No. A-2014-2447601.

⁶ Hamilton Telecommunications, an affiliate of Hamilton Relay, provides CTRS services.

⁷ To date, the OVR, Department of Labor and Industry, has not officially filed a 2023-2024 TDDP budget nor a 2023-2024 PMASP budget with the Commission pursuant to our filing regulations. See 52 Pa. Code §§ 1.31 and 1.32.

⁸ As of January 1, 2007, the TDDP is administered by Pennsylvania's Initiative on Assistive Technology, Institute on Disabilities, Temple University pursuant to a contractual agreement with OVR.

⁹ 35 P.S. §§ 6701.3 and 6701.4.

¹⁰ Commission staff emailed OVR on 4/28/2023 requesting the budgets for TDDP and PMASP.

the actual costs for the TDDP and PMASP¹¹ to calculate the TRS surcharge rate for the upcoming fiscal year.

Calculation of TRS surcharge for 2023 – 2024 Fiscal Year

As explained above, the monthly surcharge recalculation is based principally on the anticipated costs of three individual programs, Relay (TTY style, Speech-to-Speech, Spanish Relay, and Captioned Telephone Relay Service (CTRS)), TDDP and the PMASP, and an accounting of access lines in service. The combined residential and business wireline access lines reported by LECs for 2022 and adjusted for Centrex lines are estimated to be 3,190,866. Accordingly, based upon the number of access lines, the anticipated Pennsylvania TRS Advisory Board¹² expenses, the TRS Fund administration costs, the projected TRS program costs from Hamilton (Relay, CTRS), the lack of a projected TDDP and PMASP budgets from OVR and the financial status of the TRS Fund, the 2023-2024 TRS surcharge rate for residential and business access lines will remain set at the current rate of \$0.00 per month per access line.

Since the set rate will not change, LECs are not required to file tariff supplements. Additionally, LECs will not have to file any monthly remittance forms with US Bank since the TRS surcharge rate will continue at zero for the period beginning July 1, 2023, to June 30, 2024.¹³ In the event of the TRS surcharge changing the Commission will issue an updated remittance form.

Audits

On March 3, 2023, the Bureau of Audits released the report of its audit of the Telecommunications Relay Service at Docket No. D-2022-3030518 that covered the twelve-

¹¹ The Commission obtained the actual costs of these programs for the period 4/1/22 to 3/31/2023, by reviewing the monthly disbursements from the bank account statements of the Fund Administrator, U.S. Bank Institutional Trust & Custody that was sent to PIAT and OVR, respectively.

¹² 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

¹³ U.S. Bank National Wholesale Lockbox, Pennsylvania TRS Fund, PO Box 645899, Cincinnati, OH 45264-5899. Remittances are payable to the "Pennsylvania TRS Fund" and designated for PA Relay. US Bank National Wholesale Lockbox regular mail, overnight mail, and wire instructions can be found on the remittance form attached to this Order.

month periods ended February 29, 2020; and February 28, 2021. The Bureau of Audits plans to begin an audit of the Telecommunication Device Distribution Program and Print Media Access System Program for the twelve-month periods ended June 30, 2020; June 30, 2021; and June 30, 2022, in 2023.

Service of Order

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 TRS surcharge rate, paper copies of the order will not be served. We will continue to publish the order 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 will remain set at \$0.00 per month for the time period beginning July 1, 2023, through June 30, 2024; **THEREFORE,**

IT IS ORDERED:

1. That for the period of July 1, 2023, through June 30, 2024, the TRS surcharge rate for residential and business access lines shall be set at \$0.00 per month, unless the Commission takes further action to revise the TRS surcharge rate prior to June 30, 2024.
2. That a copy of this Order be published in the *Pennsylvania Bulletin*.

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

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: May 18, 2023

ORDER ENTERED: May 18, 2023



September 20, 2023

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

DATE OF DEPOSIT

OCT 17 2023

RE: **Docket Number M-2023-3037443**

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

2022 Annual Legislative Report to the General Assembly

- Telecommunication Devices Distribution Program (TDDP)

Dear Ms. Chiavetta:

Attached is the information requested by the Pennsylvania 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 questions, please do not hesitate to contact Rebecca Gardner at rebgardner@pa.gov or (814) 533-9052.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Hyde".

Ryan Hyde, M.Ed., CRC
Executive Director
PA Office of Vocational Rehabilitation

REB/hfa

Attachments: Temple University TDDP Annual Report 2022-2023

Cc: Kim Singleton, Temple University TDDP
Sandy McNally, Temple University TDDP
Melissa Derr, PUC
Jill Moriconi, HGAC
Jeff Cushey, BCO
File

Proposed after PUC offer	LG's request	
\$ 277,182	\$ 295,264	
\$ 13,238	\$ 74,753	
\$ 370	\$ 838	
\$ 32,500		rolled into personnel
\$ 8,500	\$ 8,500	
\$ 8,700	\$ 8,700	
\$ 10,000	\$ 10,000	
\$ 7,000	\$ 7,000	
\$ 10,000	\$ 10,000	
\$ 7,000	\$ 7,000	
\$ 12,000	\$ 12,000	
\$ 10,000	\$ 10,000	\$73,200 total subcontractor
\$ 2,000	\$ 2,000	
\$ 8,000	\$ 6,000	3 people
\$ -		
\$ 1,000	\$ 1,000	
\$ 500	\$ 750	in case of increase
\$ 3,500	\$ 3,500	
\$ 350	\$ -	
\$ 6,250	\$ 4,000	1500-inspritec-rest for translations
\$ 3,300	\$ 1,000	
\$ 1,000	\$ 1,000	
\$ 5,463	\$ 3,048	
\$ 85,000	\$ 46,500	
\$ 512,853	\$ 512,853	finalized on 3-3-23

DATE OF DEPOSIT

OCT 17 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Proposed TDDP Budget 2023-2024 22-23 Budget Rationale, if necessary

Personnel	\$ 277,182	
Fringe Benefits 27.2%	\$ 13,238	
Fringe Benefits (Grad) 4.1%	\$ 370	\$290,790 total staffing
Grad Student Worker		follow up/data entry/gen. support
CILNCPA	\$ 8,500	
CRI	\$ 8,700	
LVCIL	\$ 7,000	
LIFT	\$ 7,000	
CLASS	\$ 7,300	
TRPIL	\$ 7,000	
UCPCPA	\$ 9,000	
UCPNEPA	\$ 7,500	\$62,000 total subcontractor
Domestic Travel	\$ 2,000	mileage for con ed/outreach
Travel	\$ 8,000	4 people
Training on use of devices	\$ -	
Dues-Subscriptions	\$ 1,000	TEDPA/Walk4Hearing/other events
Conference Registration	\$ 500	TEDPA
Supplies	\$ 3,500	office supplies/swag
Computer Software/Telecom	\$ 350	
Consultants	\$ 6,250	Inspiritec, translations, mtg accom
Duplicating-Printing	\$ 3,300	application packets
Advertising	\$ 1,000	for outreach
Postage	\$ 3,463	increase postage costs
Demo/Loan Equipment	\$ 10,000	updated Wireless demo equip

\$ 392,153

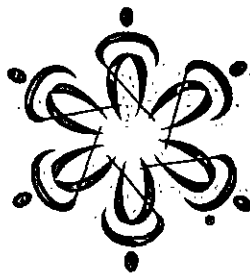
Year IV Budget Narrative	
TEMPLE UNIVERSITY TELECOMMUNICATIONS DEVICE DISTRIBUTION PROGRAM	
FC #4000019493	YEAR IV BN01 VENDOR #117671-023
STAFF CATEGORY	
SALARIES	JUSTIFICATION
Executive Director @ 2% effort	Dr. Sally Gould-Taylor devotes her time to the overall coordination of the Institute's research and evaluation agenda including development of the logic model and the collection of quantitative and qualitative data related to the conduct of all program operations.
<p style="text-align: center;">Sr. Director of AT @ 15% effort</p> <p style="text-align: center;">DATE OF DEPOSIT</p> <p style="text-align: center;">OCT 17 2023</p> <p style="text-align: center;">PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU</p>	Kim Singleton is directly responsible for the day-to-day operation of the Telecommunication Device Distribution Program activities at the Institute on Disabilities. She supervises and coordinates the activities of other staff members who work with the project. She interacts with the Department of Labor and Industry, Office of Vocational Rehabilitation, regarding daily operations. Ms. Singleton works with the Assistant Director, Program Manager and other project staff to oversee the development and implementation of policies and procedures. She is responsible for program reports.
Assistant Director of AT @ 30% effort	Sandra McNally performs administrative tasks, including overseeing review and implementation of program operational policies and procedures and finalization of reports. Ms. McNally is the primary supervisor for the Program Manager and the Consumer Educator.
Project Coordinator @ 25% effort	Stacy Phillips provides technical assistance regarding deafness and hearing loss for TDDP consumers.
TDDP Program Manager @ 90% effort	Laura Grassia responds to program inquiries, reviews applications, follows up to obtain missing information, determines eligibility, enters data, corresponds with consumers regarding status of their application, disseminates satisfaction surveys and prepares invoices and payment for equipment orders, reviews final applications for completeness, disseminates satisfaction surveys, tracks spending, drafts budgets, prepares reports, approves invoices.
Consumer Outreach @ 15% effort	Jule Ann Lieberman fields telephone and email inquiries and disseminates information to Pennsylvanians with disabilities regarding the Telecommunication Device Distribution Program.

Project Coordinator @ 20% effort	Caitlin McKenney coordinates and manages used equipment programs.
Sr. AT Health Coordinator @ 60% effort	Tom Diagostino develops and coordinates outreach activities statewide for TDDP.
Project Coordinator @ 100% effort	Isabel Kaufman to assist TDDP program manager on day-to-day activities.
AT Office Manager @ 40% effort	Yvette Barker-Bolden provides administrative and logistical coordinator for the project.
Webmaster @ 15% effort	Amy Letson provides periodic updates to and assures accessibility of the website.
Graphic Designer @ 10% effort	Virginia DiLello assists in the coordination of Institute core functions relating to outreach and information dissemination. She develops all the Institute's print publication materials, designs graphic identities for Institute programs and activities, and assists the Dissemination Manager in assuring accessibility of all print-based and electronic text materials.
Dissemination Coordinator @ 15% effort	Susan Fullam is responsible for coordinating the Institute's outreach and information dissemination activities.
Associate Director of Finance @ 10% effort	Timothy Funk is supported 10% FTE to prepare budgets and fiscal reports, process subcontracts and invoices, coordinate program expenditures with University Grants Management, and other administrative activities related to the budgetary and fiscal management of the project.
Graduate Student @100% effort	Camryn Direso will learn from and assist the TDDP program manager in all aspects of the program.
BENEFITS	
Executive Director @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Sr. Director of AT @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Assistant Director of AT @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Project Coordinator @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.

Project Coordinator @ 25%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Program Manager @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Consumer Outreach @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Project Coordinator @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Sr. AT Health Coordinator @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Project Coordinator @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
AT Office Manager @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Webmaster @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Graphic Designer @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Dissemination Coordinator @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Associate Director of Finance @ 27.2%	Fringe benefits are calculated at 27.2% for full time staff members. Rates are in accordance with OMB Uniform Guidance.
Graduate Student @ 4.10%	Fringe benefits are calculated at 4.10% for graduate students. Rates are in accordance with OMB Uniform Guidance.
EQUIPMENT CATEGORY	
EQUIPMENT PURCHASE	

EQUIPMENT LEASE/RENTAL	
EQUIPMENT MAINTENANCE AGREEMENTS	
OTHER CATEGORIES	
Subcontracts - Assistive Technology Resource Centers (ATRC)	ATRCs: (CLASS, CRI, UCP Central PA, CIL North Central PA [Roads to Freedom], UCP NE, TRIPIL, LIFT and Lehigh Valley) - There are eight subcontracts to selected organizations which, in addition to the Institute on Disabilities, serve as Assistive Technology Resource Centers (ATRCs). ATRCs are responsible for assisting consumers in specified counties and for implementing Pennsylvania's Assistive Technology Lending Library in their area. Major activities include processing consumer applications, facilitating linkages with supports needed by consumers during the loan period, problem-solving difficulties with shipping, following up on incomplete or delinquent returns to minimize loss, and providing follow-up information to borrowers (e.g., about funding resources). Variations in awards are based on numbers of counties served, the demographics of those counties, and past performance. Of the eight subcontracts, four are centers for independent living and four are private, non-profit disability-related provider organizations.
Dues-Subscription	Membership in this national association informs staff as to best practices in the administration of equipment distribution programs.
Conference Registration	Funds will be budgeted to attend regional and state assistive technology conferences.
Supplies	Expendable routine office supplies
Consultants	IT consultants will maintain and improve the database and host and secure administrative web-based services. Inspiritec provides "call center" support so consumers can reach a live person during business hours, resulting in improved customer service. Language interpretation and translation services enables access to the program for linguistic minorities and alternate formats.
Duplicating, Printing	This line covers the printing of applications, including updates and inserts (e.g., that reflect changes to income guidelines and equipment) as well as program materials.

Advertising	Funds will be used to publicize the services to deaf and blind consumers in Pennsylvania.
Postage	Covers the costs of routine correspondence with applicants and recipients, and shipping of equipment.
Devices (lending/demo)	This line provides for the addition or replacement of devices for the circulating inventory, based on consumer demand and/or the availability of new products.
Travel	Funds will be for project staff attend to meetings with OVR, PUC, conferences and to consumer's homes. Travel will also be provided to consultants and/or agencies who provide training to the consumers on the use of the assistive devices.



NATIONAL FEDERATION OF THE BLIND

Live the life you want.

NFB-NEWSLINE® Pennsylvania Cost Notice
08/10/23

TERM

This agreement has a five-year term and will commence on July 1, 2023 (“**Effective Date**”), and terminate at 11:59 p.m. on June 30, 2028 (“**Expiration Date**”).

COMPENSATION

This is a fixed price agreement. As consideration for the services set forth in this agreement, the Pennsylvania Office of Vocational Rehabilitation will review and approve compensation to the NFB from the Pennsylvania Public Utilities Commission (PUC) in accordance with the fee schedule below. Any modification to this fee schedule must be in writing, signed by both parties, and include an effective date.

The total fees for this 60-month agreement are \$1,115,000 over the five year term of July 1, 2023 through June 30, 2028.

FEE SUMMARY

Contract Year	Service Fee	Telecommunications Fee	New Publication Set-up Fee	Newspaper Maintenance Fee	Marketing and Outreach Fee	Total Annual Fees	Quarterly Invoice Amount
2023-2024	\$44,000	\$4,000	\$20,000	\$85,000	\$50,000	\$203,000	\$50,750
2024-2025	\$44,000	\$4,000	\$20,000	\$95,000	\$50,000	\$213,000	\$53,250

2025-2026	\$44,000	\$4,000	\$20,000	\$105,000	\$50,000	\$223,000	\$55,750
2026-2027	\$44,000	\$4,000	\$20,000	\$115,000	\$50,000	\$233,000	\$58,250
2027-2028	\$44,000	\$4,000	\$20,000	\$125,000	\$50,000	\$243,000	\$60,750
Total	\$220,000	\$20,000	\$100,000	\$525,000	\$250,000	\$1,115,000	NA

The fees for the NFB-NEWSLINE service consist of the following:

- (1) an annual service fee in the amount of \$44,000.00, payable in quarterly installments of \$11,000.00

The eleven Newspapers included with the annual service fee are:

1. *Centre Daily Times*
2. *Hanover Evening Sun*
3. *Intelligencer*
4. *Lebanon Daily News*
5. *LNP Lancaster Always Online*
6. *Patriot News*
7. *Philadelphia Daily News*
8. *Philadelphia Inquirer*
9. *Sharon Herald*
10. *Wilkes-Barre Times Leader*
11. *York Dispatch*

Each one of the seventeen publications listed below will incur a charge of \$5,000 each per year, (\$85,000.00.00 annually) for maintenance and distribution, payable in quarterly installments of \$21,250.00.

- (1) *Allentown Morning Call*
- (2) *Altoona Mirror*
- (3) *Beaver County Times*

National Federation of the Blind

Mark Riccobono, *President* | 200 East Wells Street at Jemigan Place Baltimore, MD 21230 | 410 659 9314 | www.nfb.org

- (4) *Bucks County Courier Times*
- (5) *Butler Eagle*
- (6) *Citizens Voice*
- (7) *Daily American*
- (8) *Erie Times News*
- (9) *Harrisburg Magazine*
- (10) *Pittsburgh Post-Gazette*
- (11) *Pittsburgh Tribune Review*
- (12) *Pocono Record*
- (13) *Reading Eagle*
- (14) *Republican Herald*
- (15) *Standard Speaker*
- (16) *Times Tribune*
- (17) *Williamsport Sun Gazette*

At its discretion, OVR may add publications during any year. The set-up fee for each additional newspaper is \$5,000.00 for the year in which it is added, plus \$5,000 to maintain and distribute each additional paper each year, including the first year. This means the total fee for each additional newspaper in the first year will be \$10,000. The budget above includes the addition of two newspapers per year at OVR's discretion, for a total of \$20,000 in new publication set-up fees per year. If OVR elects to add two newspapers per year, the total fees for newspaper maintenance will be \$525,000.00 for the period of July 1, 2023 through June 30, 2028. If OVR elects to add two newspapers per year, the total new publication set-up fees will be \$100,000.00.

MARKETING AND OUTREACH

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

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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 for the five-year period.

Scott E. White

Scott White
Director of Sponsored Technology Programs
National Federation of the Blind
410-659-9314 ext. 2231
swhite@nfb.org

National Federation of the Blind

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NFB-NEWSLINE® Annual Report

July 2022 to June 2023

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-seven states and the District of Columbia, providing:

- Five hundred local and national newspapers
- Spanish-language newspapers available to all subscribers
- Over ninety magazines including *AARP The Magazine*
- Associated Press (national & state) and United Press newswire service updated every hour
- The capability of delivering a newspaper via email directly to a subscriber's inbox
- Local TV listings
- Jobs Listings (Career Builder added in 2010, USA Jobs in 2016)
- Retail ads (Target added in 2011)
- Emergency weather alerts, including weather forecast
- Availability twenty-four hours a day, seven days a week with local as well as toll-free access
- Service is available on NFB-NEWSLINE Mobile, iPhone app, and an Amazon Alexa skill added in November 2019

Through the Commonwealth's partnership with NFB-NEWSLINE, a subscriber can choose that day's, the previous day's, 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.

Get NFB-NEWSLINE Using Amazon Alexa:

Now you can access NFB-NEWSLINE hands-free on any product that is Alexa capable. This even includes the Windows 10 app and the Alexa smart phone app that can function without the use of an Echo or an Echo Dot.

Enable the skill by saying, "Alexa, open National Federation" and log in to NFB-NEWSLINE with your voice. Use Alexa to help guide you through the steps and navigate your favorite publications. Many of the same options that are available through web and telephone are available as commands for Alexa as well. Alexa can store your favorites, email you articles, alter the reading voice, volume, or speed, and much more. Simply say, "Alexa, ask National Federation" and then the desired command to use the service.

NFB-NEWSLINE Pennsylvania Participating Newspapers:

- *The Morning Call* - Allentown

- *Altoona Mirror*
- *Associated Press Pennsylvania*
- *Beaver County Times*
- *Bucks County Courier Times*
- *Butler Eagle*
- *Centre Daily Times – State College*
- *The Citizens' Voice*
- *Daily American*
- *Erie Times News*
- *The Evening Sun - Hanover*
- *Harrisburg Magazine*
- *The Intelligencer*
- *LNP Lancaster Online*
- *Lebanon Daily News*
- *Patriot News*
- *Philadelphia Daily News*
- *The Philadelphia Inquirer*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Republican Herald*
- *Sharon Herald*
- *Standard Speaker*
- *Reading Eagle*
- *The Times Tribune*
- *The Times Leader - Wilkes-Barre*
- *Williamsport Sun-Gazette*
- *York Dispatch*

As of June 30, 2023, there were 4,583 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 Print Disabled Program, administered by the Library of Congress and cooperating network libraries.

New Content:

Several new items were added to NFB-NEWSLINE including all of the convention materials for the National Federation of the Blind's annual convention and the American Council of the Blind's convention. Convention materials include the full agendas and registration information.

Thirty-seven new publications have been added to the service as well:

- *Albany Democrat Herald – Oregon*
- *Al Jazeera - Breaking News Online*

- *Amsterdam News* – New York
- *Architectural Digest* – Magazine
- *Argus Leader* – South Dakota
- *Bismarck Tribune* – North Dakota
- *Black America Web* - Breaking News Online
- *Bristol Courier Herald* – Tennessee and Virginia
- *Colorado Springs Indy* – Colorado
- *Cooking Light* – Magazine
- *Daily News* - Washington
- *Downbeat* – Magazine
- *Faribault Daily News* – Minnesota
- *Harvard Business Review* - Magazine
- *Hickory Daily Record* – North Carolina
- *Irish Times* – International
- *Journal Review* – Indiana
- *Kokomo Tribune* – Indiana
- *Kyiv Independent* – International
- *Mainichi Shimbun* – International
- *Manila Bulletin* – International
- *Muscatine Journal* – Iowa
- *Opelika Auburn News* – Alabama
- *Olympian* – Washington
- *Press of Atlantic City* – New Jersey
- *Quartz* - Breaking News Online
- *Rapid City Journal* – South Dakota
- *Republican Herald* – Pennsylvania
- *Shanghai Daily* – International
- *Sharon Herald* – Pennsylvania
- *Standard Speaker* – Pennsylvania
- *Statesville Record and Landmark* – North Carolina
- *Taipei Times* – International
- *Times News* - Idaho
- *Waco Tribune Herald* – Texas
- *Whole Dog Journal* – Magazine
- *Winona Daily News* - Minnesota

Activity Detail during the Period: July 1, 2022 to June 30, 2023

Content Access Frequency: 50 seconds

Our statistics indicate that a subscriber from Pennsylvania accessed NFB-NEWSLINE to obtain a piece of information every 50 seconds during the year.

Category	First Quarter FY2023	Second Quarter FY2023	Third Quarter FY2023	Fourth Quarter FY2023	12 month period from July 1, 2022, to June 30, 2023
Users:	4,447	4,495	4,546	4,583	4,583
New applications:	39	40	58	39	176
Email Newspapers Delivered:	9,460	9,508	9,975	10,708	39,651
Calls Received:	21,796	21,584	18,245	19,463	81,088
State Newspapers Accessed:	87,805	71,216	60,632	92,916	312,569
Television Listings Accessed:	4,641	5,878	4,624	4,219	19,362
Number of Minutes:	249,400	248,065	226,237	209,200	932,903
Local Call Percentage:	54.95	58.44	55.92	55.71	57.47

Newspaper Usage Report

The chart below contains the names of the Pennsylvania publications along with the number of times that they were accessed between July 1, 2022 and June 30, 2023.

Content Name	First Quarter FY2023	Second Quarter FY2023	Third Quarter FY2023	Fourth Quarter FY2023	12 month period from July 1, 2022, to June 30, 2023
Local Weather and Emergency Alerts	7,068	5,953	5,815	6,884	25,720
<i>The Morning Call - Allentown</i>	3,575	3,598	2,982	4,367	14,522
<i>Altoona Mirror</i>	2,012	1,992	2,106	2,053	8,163
Associated Press Pennsylvania	8,388	8,729	7,984	6,545	31,646
<i>Beaver County Times</i>	676	832	1,106	1,218	3,832
<i>Bucks County Courier Times</i>	1,875	2,385	2,380	2,360	9,000
<i>Butler Eagle</i>	837	941	945	989	3,712
<i>Centre Daily Times- State College</i>	846	810	868	975	3,499

<i>The Citizens' Voice</i>	555	1,012	1,265	1,441	4,273
<i>Daily American</i>	7,690	3,432	383	3,410	14,915
<i>Erie Times News</i>	5,176	5,228	5,294	5,846	21,544
<i>Harrisburg Magazine</i>	107	118	89	169	483
<i>The Evening Sun - Hanover</i>	404	348	464	479	1,695
<i>Intelligencer</i>	1,053	1,209	923	1,684	4,869
<i>LNP Lancaster Online</i>	3,266	3,654	3,783	4,946	15,649
<i>Lebanon Daily News</i>	1,019	761	1,098	1,045	3,923
<i>Pennsylvania Local Channel</i>	384	384	374	373	1,515
<i>Patriot News</i>	11,655	5,390	858	5,174	23,077
<i>Philadelphia Daily News</i>	1,687	1,760	1,795	5,160	10,402
<i>The Philadelphia Inquirer</i>	4,225	4,324	4,477	8,914	21,940
<i>Pittsburgh Post-Gazette</i>	6,817	6,001	5,715	6,867	25,400
<i>Pittsburgh Tribune Review</i>	9,444	9,252	9,535	9,259	37,490
<i>Pocono Record</i>	612	378	909	4,713	6,612
<i>Reading Eagle</i>	2,238	1,908	1,704	2,620	8,470
<i>Republican Herald</i>	0	116	345	4,141	4,602
<i>Sharon Herald</i>	12	67	177	254	510
<i>Standard Speaker</i>	0	123	229	377	729
<i>The Times Tribune</i>	11,640	5,182	622	4,482	21,926
<i>The Times Leader - Wilkes-Barre</i>	215	192	841	1,026	2,274
<i>Williamsport Sun-Gazette</i>	1,338	1,128	1,355	1,952	5,773
<i>York Dispatch</i>	532	400	214	619	1,765

Actual Costs Incurred during the Period (July 1, 2022 to June 30, 2023)

Please refer to the four quarterly invoices for detail:

NFB-NEWSLINE annual maintenance service fee: \$44,000 (July 1, 2022 to June 30, 2023)

The newspapers included with the annual service fee are:

- *Centre Daily Times – State College*
- *The Evening Sun – Hanover*
- *The Intelligencer*
- *Lebanon Daily News*
- *LNP Lancaster Online*
- *Patriot News*
- *The Philadelphia Inquirer*
- *Philadelphia Daily News*
- *Sharon Herald*

- *The Times Leader - Wilkes-Barre*
- *York Dispatch*

Annual newspaper operational fee: \$75,000 (July 1, 2022 to June 30, 2023)

This includes fifteen newspapers at \$5,000 each:

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

One-time setup for the *Republican Herald* and *Standard Speaker* newspapers: \$10,000 (July 1, 2022 to June 30, 2023)

newspaper operational fee: \$5,000 (January 1, 2023 to June 30, 2023)

This includes two newspapers at \$2,500 each per quarter:

- *Republican Herald*
- *Standard Speaker*

Marketing and Outreach: \$50,000 (July 1, 2022 through June 30, 2023)

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; the 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.

Annual Unlimited Nationwide Direct Inward Dial Telecommunications Access fee: \$4,000 (July 1, 2022 to June 30, 2023)

A pro-rated fee assessed to each state for NFB-NEWSLINE telecommunications service.

Total invoice: \$188,000 (July 1, 2022 - June 30, 2023)

Submitted by:

Scott A. White
Director of Sponsored Technology Programs
National Federation of the Blind
Swhite@nfb.org
410-659-9314 extension 2231
September 15, 2022

DATE OF DEPOSIT

OCT 17 2023

ANNUAL REPORT TO THE GENERAL ASSEMBLY
ACT 181-2002:
TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM
Docket Number M-2023-3037443

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

IN OVERSEEING THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP), THE OFFICE OF VOCATIONAL REHABILITATION (OVR) REPORTS THE FOLLOWING FISCAL YEAR ACTIVITIES BEGINNING JULY 1, 2022 TO JUNE 30, 2023:

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 (PUC) 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.

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. An Audiologist, Licensed Physician, Speech Language Pathologist, Physician's Assistant, Vocational Rehabilitation Counselor, Registered Nurse Practitioner, Optometrist, Ophthalmologist, or a Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) must certify the disability.
- Have current landline telephone service and be capable of using the requested device(s).
- If applying for wireless equipment: have a current mobile plan or be able to obtain a mobile plan after the equipment is received and provide proof of service/activation.
- 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 \$29,160 per year for a single individual).

OPERATION OF THE PROGRAM:

- During the fiscal year July 1, 2022 through June 30, 2023, 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 (TechOWL, formerly known as Pennsylvania's Initiative on Assistive Technology) 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.
- On February 27, 2019, PUC published an Order approving the Wireless Expansion Initiative (WEI) allowing TDDP to fulfill requests for wireless devices. The WEI launched on July 1, 2019. The eligibility requirements are stated above. This is the third and final year of the Wireless Expansion Initiative. On July 1, 2022, wireless equipment became a permanent part of TDDP. Eligible applicants may receive a wireline device and a wireless device, and signalers.
- TechOWL's cross-disability Assistive Technology Advisory Committee (ATAC) 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 completed on or downloaded from the TechOWL website: <https://techowipa.org/tddp/>. Applications are also distributed through the statewide network of Assistive Technology Resource Centers (ATRCs) and TDDP Information Centers. During this program year, TechOWL received and reviewed a total of 383 individual applications. Of these, 319 were determined eligible, and 25 were determined ineligible. As of June 30, 2023, eligibility determinations were still in process on approximately 10 incomplete applications. In addition, 29 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. Twenty-eight (28) applications were withdrawn for various reasons including, but not limited to: getting equipment elsewhere, having equipment already, or death of the consumer.

EQUIPMENT DISTRIBUTED TO APPLICANTS:

- Equipment distributed to 299 eligible, unduplicated applicants between July 1, 2022 – June 30, 2023 is detailed in TDDP Attachment 1-TDDP Devices Distributed FY2023.

FUNDING:

- The market value of the TDDP fund as of June 30, 2023 was \$465,350.73. The US-Bank Account Summary for the period ending June 30, 2023 is attached and referenced as TDDP Attachment 2-Activity Summary Report-USBank Statement_Redacted.

VENDORS:

- From July 1, 2022 to June 30, 2023 the program used the following 3 vendors to supply equipment for the TDDP:
 - Teltex, Inc. – Kearney, MO
 - WCI – Weitbrecht Communications, Inc., Santa Monica, CA
 - Raz Mobility, LLC – Tysons Corner, VA
- The 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, 2024. An equipment price list is included in this report as TDDP Attachment 3-Equipment Price List FY2023.

Fund disbursements to vendors during the period July 1, 2022 through June 30, 2023 are as follows:

Teltex for Wireline Equipment	\$11,408.10
WCI for Wireline Equipment	\$992.75
Subtotal for Wireline Equipment	\$12,400.85
Teltex for Wireless Equipment	\$155,616.65
Raz Mobility for Wireless Equipment	\$31,624.00
Subtotal for Wireless Equipment	\$187,240.65
Total vendor disbursements:	\$199,641.50

These disbursements also include payments for wireline equipment ordered toward the end of the previous program year (July 1, 2021 -June 30, 2022).

CONSUMER EDUCATION AND OUTREACH:

Subcontracts with eight (8) regional Assistive Technology Resource Centers (ATRCs) to provide consumer outreach, education and training in their region began on July 1, 2022. In addition to coordinating statewide consumer education and outreach efforts, TechOWL serves as an ATRC for southeastern Pennsylvania. Between July 1, 2022 to June 30, 2023 TechOWL staff (including but not limited to, the Consumer Educator), and ATRCs participated in 82 outreach activities, including 2 statewide events and 3 events reaching underserved communities, held in 34 counties, and reaching over 6,260 Pennsylvanians. The list of activities is included in this report as TDDP Attachment 4-TDDP Consumer Education & Outreach Events.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Total fund disbursements (July 1, 2022 to June 30, 2023) to Temple University for Consumer Education and Outreach activities for TDDP was \$345,109.32. These figures include remaining amounts due for July 2021 to June 2022.

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

- Equipment was either discontinued or placed on manufacturer backorder due to the broken supply chain. When possible, the vendor was able to offer a substitution, but the consumers prefer to wait for the backordered equipment.
- Analog telephone lines are being replaced by digital cable, fiber optic or broadband, leaving traditional TTY users without telecommunication access. In some areas of the state, broadband service is not as reliable as in the metro areas. People with disabilities who need telecommunication access are placed in an inequitable situation even with the passage of the Affordable Connectivity Program that gives discounts to lower income Pennsylvanians.
- Lifeline service providers are misinforming consumers that they can have discount on either their cell phone plan or home phone plan, but not both. TDDP is working with the Pennsylvania Public Utilities Commission to educate consumers who apply to TDDP that they are eligible for both services.

ACCOMPLISHMENTS (July 1, 2022 to June 30, 2023):

- During this program year, 42 recipients who requested assistance with their TDDP equipment received support from ATRCs. Altogether, 62.5 hours of device support were provided via telephone support or in person. Seventy-nine percent (79%) of consumers were highly satisfied with the support they received.
- Eighteen (18) new Information Centers were added this program year. There is now a total of 93 active Information Centers in the commonwealth. Satisfaction surveys were mailed, emailed, or contacted via telephone to equipment recipients with a response rate of 93%. Overall satisfaction rate for TDDP consumers is 81% (highly satisfied).
- Articles were published in 1 newsletter reaching 70 people and 1 press release reached 45,000 people. Eight (8) 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, state representative offices, local municipalities, and churches. These mailings and publications reached at least 250 Pennsylvanians, and social media posts reached over 34,894 people based on number of views.
- All policies and procedures were reviewed and updated as needed during this program year.
- The program manager was appointed to the Pennsylvania Broadband Development Authority's statewide stakeholder engagement working group to represent and advocate for Pennsylvanians with disabilities. The program manager attends biweekly virtual meetings.

ATTACHMENTS:

- TDDP Attachment 1-Devices Distributed-FY2023

- TDDP Attachment 2-Activity Summary Report-USBank Statement_Redacted
- TDDP Attachment 3-Equipment Price List-FY2023
- TDDP Attachment 4-Consumer Education Outreach Events-FY2023
- TDDP Referenced Attachment-TDDP Application-FY2023

TDDP Device Distributed

July 1, 2022 to June 30, 2023

Wireless Device Name	Unit Price	Quantity Ordered	Value of Equipment Ordered
Apple iPhone SE	\$ 629.00	27	\$ 16,983.00
Apple iPhone 12	\$ 899.00	102	\$ 91,698.00
Apple iPhone 11	\$ 899.00	16	\$ 14,384.00
Samsung Galaxy S21FE 5G Smart Phone	\$ 889.00	21	\$ 18,669.00
Google Pixel 6 Smart Phone	\$ 599.00	2	\$ 1,198.00
MiniVision2+ Mobile Phone	\$ 389.00	18	\$ 7,002.00
Apple iPad 4G Tablet	\$ 749.00	27	\$ 20,223.00
Samsung Galaxy S7FE Tablet	\$ 959.00	5	\$ 4,795.00
Serene Innovations SA-40 HearAll Cellphone Amplifier	\$ 74.95	0	\$ -
Smart Signaler: Serene Innovations RF200 Alerting Device	\$ 51.95	5	\$ 259.75
Smart Signaler: Sonic Alert Sonic Bomb Bluetooth Bed Shaker	\$ 35.95	1	\$ 35.95
Smart Signaler: Bellman & Symfon Vibio Bed Shaker	\$ 68.00	2	\$ 136.00
*Application: Proloquo2Go	\$ 250.00	1	\$ 250.00
*Memory Cell Phone	\$ 429.00	5	\$ 2,145.00
*Exceptional Equipment			
		232	\$ 177,778.70
TOTALS		333	\$ 189,243.90

299 unduplicated consumers received 333 pieces of equipment
 13 consumers received both home and mobile devices
 1 consumer's device was stolen and replaced (2 devices)
 1 consumer applied for a landline phone and then later applied for a signaler (2 devices)
 Exceptional Equipment Application isn't counted in total (not a piece of equipment)

DATE OF DEPOSIT
 OCT 17 2023
 PA PUBLIC UTILITY COMMISSION
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ACCOUNT NUMBER: [REDACTED]
PA RELAY SERVICE TOD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2023 to June 30, 2023



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INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1301 CECIL B MOORE AVENUE,
RITTER ANNEX RM 430RA
PHILADELPHIA, PA 19122

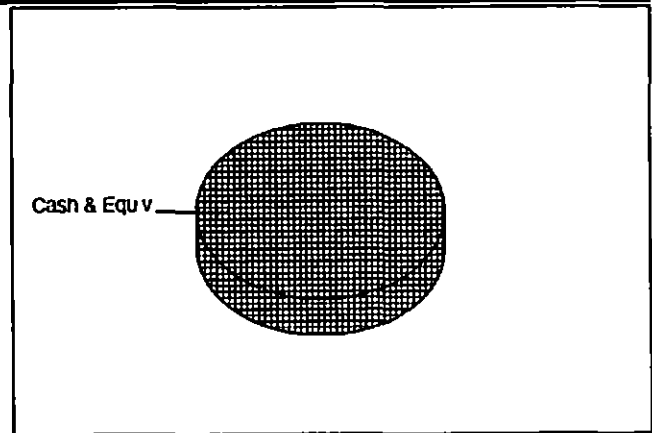
QUESTIONS?

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

ANTHONY ANDERSON
EX-PA-WBSP
TWO LIBERTY PLACE
50 SOUTH 16TH STREET, SUITE 2000
PHILADELPHIA PA 19102
Phone 215-761-9430
E-mail anthony.anderson2@usbank.com

ASSET SUMMARY AS OF 06/30/23

Assets	Current Period Market Value	% of Total	Est Annual Income
Cash & Equivalents	464,082.69	99.70	23,385.84
Accrued Income	1,268.04	.30	.00
Total Market Value	\$465,350.73	100.00	\$23,385.84



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					
464,082.690	First American Treasury Oblig Fd C X #5387 31846V328	464,082.69 1.0000	464,082.69 0.00	5.04	23,385.84 1,268.04
Total Cash/Money Market		\$464,082.69	\$464,082.69 \$0.00		\$23,385.84 \$1,268.04
Total Cash & Equivalents		\$464,082.69	\$464,082.69 \$0.00		\$23,385.84 \$1,268.04



ACCOUNT NUMBER: [REDACTED]
PA RELAY SERVICE TDD FOND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2023 to June 30, 2023

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		\$464,082.69	\$464,082.69 \$.00		\$23,385.84 \$1,268.04
Accrued Income		\$1,268.04	\$1,268.04		
Grand Total		\$465,350.73	\$465,350.73		

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 provided 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.

Yield at Market, Estimated Annual Income, and Accrued Income are estimates provided for informational purposes only and should not be relied on for making investment, trading, or tax decisions. The estimates may not represent the actual value earned by your investments and they provide no guarantee of what your investments may earn in the future.

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





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

This statement is for the period from
June 1, 2023 to June 30, 2023

MARKET VALUE SUMMARY

	Current Period 06/01/23 to 06/30/23	Year-to-Date 01/01/23 to 06/30/23
Beginning Market Value	\$557,949.17	\$789,351.81
Taxable Interest	2,369.66	15,025.88
Paid To/For Beneficiaries		- 160,306.69
Fees and Expenses	- 107.05	- 773.22
Cash Disbursements	- 93,759.43	- 176,567.28
Change in Accrued Income	- 1,101.62	- 1,379.77
Ending Market Value	\$465,350.73	\$465,350.73



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

This statement is for the period from
June 1, 2023 to June 30, 2023

CASH SUMMARY

	Cash
Beginning Cash 06/01/2023	\$0.00
Taxable Interest	2,369.66
Fees and Expenses	- 107.05
Cash Disbursements	- 93,759.43
Net Money Market Activity	91,496.82
Ending Cash 06/30/2023	\$0.00

DATE OF DEPOSIT

OCT 17 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU





ACCOUNT NUMBER: [REDACTED]
PA RELAY SERVICE TDD FUND
DOCKET NO. M-0090239

This statement is for the period from
June 1, 2023 to June 30, 2023

CASH TRANSACTION DETAIL

Date Posted	Description	Cash
Taxable Interest		
	First American Treasury Oblg Fd Cl Z #3678 31846V542	
06/01/23	Interest From 5/1/23 To 5/31/23	2,369.66
Total Taxable Interest		\$2,369.66
Fees and Expenses		
Trust Fees		
06/23/23	Collected Charged For Period 05/01/2023 Thru 05/31/2023	- 107.05
Total Fees and Expenses		- \$107.05
Cash Disbursements		
ACH Transfer To Checking		
06/14/23	Cash Disbursement Paid To Teltext Inc Inv 356738; 357333-338; 357340-342; 357344-348; 357905 - Tdd Public Utility Commission (Puc) Wireless Expansion	- 15,452.00
06/16/23	Cash Disbursement Paid To Temple Univ Research Admin Post Awd Inv421113- 3RD Qtr	- 72,409.63
06/23/23	Cash Disbursement Paid To Teltext Inc Inv 357216-219; 357526-527; 357554; 358070-071	- 1,145.80
06/23/23	Cash Disbursement Paid To Raz Mobility LLC Inv 2978-2982; 3013-3015 Tdd Public Utility Commission (Puc) Wireless	- 4,752.00
Total ACH Transfer To Checking		- \$93,759.43
Total Cash Disbursements		- \$93,759.43



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0139315-00-04490-04 Page 6 of 7
ACCOUNT NUMBER: [REDACTED]
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2023 to June 30, 2023

PURCHASE SUMMARY

Settlement Date	Description	Cash	Tax Cost
Cash and Equivalents			
	First American Treasury Oblig Fd CI X #5387 31848V328		
	Combined Purchases For The Period 6/1/23 - 6/30/23	- 557,949.17	557,949.17
	First American Treasury Oblig Fd CI Z #3678 31848V542		
	Combined Purchases For The Period 6/1/23 - 6/30/23	- 2,369.66	2,369.66
	Total Cash and Equivalents	- \$560,318.83	\$560,318.83
	Total Purchases	- \$560,318.83	\$560,318.83





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

This statement is for the period from
June 1, 2023 to June 30, 2023

SALE/MATURITY SUMMARY

Settlement Date	Description	Tax Cost	Proceeds	Estimated Gain/Loss
Cash and Equivalents				
	First American Treasury Oblg Fd Cl X #5387 31846V328			
	Combined Sales For The Period 6/ 1/23 - 6/30/23	- 93,866.48	93,866.48	
	First American Treasury Oblg Fd Cl Z #3678 31846V542			
	Combined Sales For The Period 6/ 1/23 - 6/30/23	- 557,949.17	557,949.17	
	Total Cash and Equivalents	- \$651,815.65	\$651,815.65	\$0.00
	Total Sales & Maturities	- \$651,815.65	\$651,815.65	\$0.00

SALE/MATURITY SUMMARY MESSAGES

For nformation on y. Not ntended for tax purposes

Glossary

Accretion - The accumulation of the value of a discounted bond until maturity.

Adjusted Prior Market Realized Gain/Loss - The difference between the proceeds and the Prior Market Value of the transaction.

Adjusted Prior Market Unrealized Gain/Loss - The difference between the Market Value and the Adjusted Prior Market Value.

Adjusted Prior Market Value - A figure calculated using the beginning Market Value for the fiscal year, adjusted for all asset related transactions during the period, employing an average cost methodology.

Amortization - The decrease in value of a premium bond until maturity.

Asset - Anything owned that has commercial exchange value. Assets may consist of specific property or of claims against others, in contrast to obligations due to others (liabilities).

Bond Rating - A measurement of a bond's quality based upon the issuer's financial condition. Ratings are assigned by independent rating services, such as Moody's, or S&P, and reflect the reputation of the issuer's ability to meet the scheduled interest and principal repayments for the bond.

Cash - Cash activity that includes both income and principal cash categories.

Change in Unrealized Gain/Loss - Also reported as Gain/Loss in Period in the Asset Detail section. This figure shows the market appreciation (depreciation) for the current period.

Cost Basis (Book Value) - The original price of an asset, normally the purchase price or appraised value at the time of acquisition. Book Value method maintains an average cost for each asset.

Cost Basis (Tax Basis) - The original price of an asset, normally the purchase price or appraised value at the time of acquisition. Tax Basis uses certain determined methods such as Last-In-First-Out (LIFO), First-In-First-Out (FIFO), Average, Minimum Gain, and Maximum Gain.

Ending Accrual - (Also reported as Accrued Income) Income earned but not yet received, or expenses incurred but not yet paid, as of the end of the reporting period.

Estimated Annual Income - The amount of income a particular asset is anticipated to earn over the next year. The shares multiplied by annual income rate.

Estimated Current Yield - The annual rate of return on an investment expressed as a percentage. For stocks, yields calculated by taking the annual dividend payments divided by the stock's current share price. For bonds, yields calculated by the coupon rate divided by the bond's market price.

Ex-Dividend Date - (Also reported as Ex-Date) For stock trades, the person who owns the security on the ex-dividend date will earn the dividend, regardless of who currently owns the stock.

Income Cash - A category of cash comprised of ordinary earnings derived from investments, usually dividends and interest.

Market Value - The price per unit multiplied by the number of units.

Maturity Date - The date on which an obligation or note matures.

Payable Date - The date on which a dividend, mutual fund distribution, or interest on a bond will be made.

Principal Cash - A category of cash comprised of cash, deposits, cash withdrawals and the cash flows generated from purchases or sales of investments.

Realized Gain/Loss Calculation - The Proceeds less the Cost Basis of a transaction.

Settlement Date - The date on which a trade settles and cash or securities are credited or debited to the account.

Trade Date - The date a trade is originally entered into.

Unrealized Gain/Loss - The difference between the Market Value and Cost Basis at the end of the current period.

Yield on/at Market - The annual rate of return on an investment expressed as a percentage. For stocks, yields calculated by the annual dividend payments divided by the stock's current share price. For bonds, yields calculated by the coupon rate divided by the bond's market price.

The terms defined in this glossary are only for use when reviewing your account statement. Please contact your Relationship Manager with any questions.



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-TG-187

U.S. Bank
1555 N. Rivercenter Dr.
Suite 300
Milwaukee, WI 53212



000003183 02 SP 000638610805692 S
INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1301 CECIL B MOORE AVENUE,
RITTER ANNEX RM 430RA
PHILADELPHIA, PA 19122



TDDP Equipment List 2022-2023

<u>WireLine Equipment</u>	<u>Notes</u>	<u>Unit Price</u>	<u>Vendor</u>
Clarity Alto, Amplified Phone		\$98.95	Teltex
Clarity Alto Plus, Amplified Phone		\$104.95	Teltex
Clarity JV35, Talking Amplified Phone		\$92.95	Teltex
Clarity J35W, Talking Amplified Phone		\$92.95	Teltex
Clarity HD-40, In-Line Handset Amplifier		\$20.95	Teltex
Serene Innovations HD-40P, Amplified Photo Phone		\$62.95	Teltex
Clarity XLC2+, Amplified Cordless Phone		\$93.95	Teltex
Panasonic KX-TGM430B, Amplified Cordless Bluetooth Phone with Answering Machine	Backorder	\$94.95	Teltex
Panasonic KX-TGM450S, Amplified Cordless Phone with Answering Machine	Backorder ended 11-15-22	\$97.95	Teltex
Panasonic KX-TGM430B, Amplified Cordless Bluetooth Phone with Answering Machine	Price Change 11-15-22	\$106.50	Teltex
Panasonic KX-TGM450S, Amplified Cordless Phone with Answering Machine	Price Change 11-15-22	\$109.50	Teltex
Clarity XLC8, Amplified Cordless Bluetooth Phone with Answering Machine	Substitution	\$134.95	Teltex
CapTel 840 Plus, Captioned Telephone		\$90.25	WCI
CapTel 840i, Captioned Telephone		\$90.25	WCI
CapTel 880i, Captioned Telephone		\$90.25	WCI
CapTel 2400i, Captioned Telephone		\$90.25	WCI
Ultratec SuperPrint 4425A with ASCII, TTY		\$380.00	Teltex
Clarity XLC8-GLT (Google Live Transcribe) (VCO)		\$375.00	Teltex
Reizen Big Button Speakerphone		\$28.00	Teltex
TelTalk Electrolarynx Telephone with handset	Exceptional Equipment	\$995.00	Teltex
<u>WireLine Signalers</u>			
ClearSounds CR200, Loud Ring Signaler		\$41.95	Teltex
Sonic Alert TR75VR, Flashing Light Signaler		\$39.95	Teltex
<u>Wireless Equipment</u>			
iPhone SE 64GB (4.7 inch)		\$629.00	Teltex
iPhone 11 64GB (6.1 inch)	Discontinued 9/1/22	\$899.00	Teltex
iPhone 12 64GB (6.1 inch)	Upgraded 9/15/22	\$1,029.00	Teltex
Samsung Galaxy S21 FE 5G (6.4 inch)		\$889.00	Raz Mobility
Google Pixel 6 (6.4 inch)		\$869.00	Raz Mobility
MiniVision2 Mobile Phone		\$409.00	Raz Mobility
iPad 4G Tablet 32GB (10.2 inch)		\$749.00	Teltex
Samsung Galaxy Tab S7 FE 64GB (12.4 Inch)-GSM unlocked		\$959.00	Raz Mobility
Serene Innovations SA-40 HearAll Cell Phone Amplifier		\$74.95	Teltex
Memory Cell Phone (6.3 Inch)-GSM unlocked (managed by a caregiver)	Exceptional Equipment	\$429.00	Raz Mobility

TDDP Equipment List 2022-2023

Wireless Signalers			
Smart Signaler: Serene Innovations RF200 Cell Phone Signaler		\$51.95	Teltex
Smart Signaler: Sonic Alert Sonic Bomb Wireless Vibration Alarm	D/C 12-15-22	\$49.95	Teltex
Bellman & Symfon Vibio Bed Shaker	Added 1-13-2023	\$68.00	Teltex
Applications			
Proloquo2Go for iPad	Exceptional Equipment	\$250.00	Teltex

TDDP Consumer Education Outreach Events

July 1, 2022 to June 30, 2023

Type of Consumer Outreach Event	ATRC	Date(s) Held	Event Name/Sponsor	Estimated Attendance	County of Event
Presentation	CLASS	2/23/23	Allegheny Senior Living Facility: Seniors	6	Allegheny
Presentation	CLASS	4/19/23	Pittsburgh Public Housing Complex for Seniors	6	Allegheny
Expo	LVCIL	8/13/22	Cabela's Outdoor Event	50	Berks
Presentation	LVCIL	5/11/23	*Berks Vision Resource Center-Spanish speakers	7	Berks
Expo	CILNCPA	3/8/23	Penn College of Technology High School Transition Conference: Children & Families	350	Bradford, Clinton, Lycoming, Sullivan, Tioga
Presentation	CILNCPA	3/8/23	Penn College of Technology High School Transition Conference: Children & Families	25	Bradford, Clinton, Lycoming, Sullivan, Tioga
Presentation	CLASS	2/3/23	Community Care Connections: Programs for IDD	16	Butler
Presentation	LIFT	10/24/22	CareerLink Meeting with OVR and BBVS	20	Cameron
Presentation	LIFT	3/15/23	Cameron County Collaborate Board: Child Care Services	17	Cameron
Presentation	LIFT	3/27/23	*Citizens Against Physical, Sexual and Emotional Abuse	10	Cameron, Clearfield, Elk, Jefferson, McKean, Potter
Presentation	LIFT	4/24/23	United Health Care Care Managers	40	Cameron, Clearfield, Elk, Jefferson, McKean, Potter
Expo	LVCIL	4/18/23	Transition Fair at Lehighton Middle School	30	Carbon
Expo	LVCIL	5/10/23	Lehigh Valley Health Network Aging Parents Event	20	Carbon
Presentation	LIFT	10/13/22	CareerLink Meeting with OVR and BBVS	20	Clearfield
Presentation	LIFT	12/6/22	Kylertown Senior Center Presentation	10	Clearfield
Presentation	LIFT	6/7/23	North Fork Heights: Senior Center	12	Clearfield
Expo	CRI	3/30/23	Active Aging Center at Lakeland Valley: Seniors	80	Crawford
Expo	UCPCP	9/30/22	Rep. Stambaugh Senior Expo	255	Cumberland
Expo	UCPCP	10/18/22	Highmark Senior Wellness Fair	142	Cumberland
Presentation	UCPCP	8/3/22	Vision Resources serving Harrisburg	14	Dauphin
Presentation	TechOWL	3/15/23	Glen Mills Senior Living: Seniors and their family	6	Delaware
Presentation	LIFT	3/28/23	Elk County Children & Youth Services: Child Protective	15	Elk
Presentation	CRI	8/15/22	Senior Center Presentation	18	Erie

TDDP Consumer Education Outreach Events

July 1, 2022 to June 30, 2023

Expo	CRI	8/22/22	Rep. Bizzarro Senior Expo	695	Erie
Expo	CRI	9/15/22	Managed Care Community Health Forum	70	Erie
Expo	CRI	9/19/22	Americorps Seniors Fair	50	Erie
Expo	CRI	9/30/22	Wheelchairs and More Senior Day	260	Erie
Expo	CRI	9/16/22	Senior Center Community Expo	80	Erie
Expo	CRI	11/4/22	Senior Health Expo	280	Erie
Presentation	CRI	3/3/23	Independent Council on Aging: Professionals for Seniors	81	Erie
Presentation	CRI	3/8/23	American Federation of State, County, and Municipal	60	Erie
Presentation	CRI	3/13/23	SeniorCorps: Foster Grandparent Program: Seniors	20	Erie
Expo	CRI	4/21/23	Community Resource Fair- High Mark Whole Senior Care	53	Erie
Presentation	CRI	4/27/23	St. Jude Catholic Church Staff	5	Erie
Presentation	CRI	5/1/23	Booker T Washington Senior Center	100	Erie
Expo	CRI	6/6/23	JFK Senior Center Resource Fair for Low Income Seniors	70	Erie
Presentation	UCPCP	8/18/22	Senior Center Presentation	7	Franklin
Presentation	UCPCP	7/20/22	Senior Apartment Complex Presentation	10	Huntingdon
Expo	CLASS	10/22/22	Indiana County Senior Expo	550	Indiana
Presentation	LIFT	1/10/23	Brockway Senior Center: Seniors	22	Jefferson
Presentation	LIFT	1/24/23	Punxysutawney Senior Center: Seniors	20	Jefferson
Presentation	LVCIL	11/14/22	Univ. of Scranton Occupational Therapy Class Presentation	28	Lackawanna
Presentation	UCPC	4/26/23	Disability Empowerment Center: CIL staff	12	Lancaster, Lebanon
Presentation	CLASS	1/19/23	UPMC Jameson Care Center: Professionals, Health Care	5	Lawrence
Presentation	LVCIL	8/18/22	Housing Authority Presentation, Bldg 1	10	Lehigh
Presentation	LVCIL	8/18/22	Housing Authority Presentation, Bldg 2	4	Lehigh
Presentation	LVCIL	8/30/22	Housing Authority Presentation, Bldg 3	3	Lehigh
Expo	LVCIL	9/13/22	Housing Authority Health Fair	30	Lehigh
Presentation	LVCIL	9/16/22	Housing Authority Presentation, Bldg 4	10	Lehigh
Presentation	LVCIL	4/20/23	Allentown Housing Authority 700 Building	7	Lehigh
Presentation	LVCIL	4/27/23	Allentown Housing Authority Gross Towers	10	Lehigh
Expo	LVCIL	5/19/23	Whitehall Mall Annual Senior Expo-Rep McNeill	100	Lehigh
Presentation	LVCIL	6/7/23	Allentown Housing Authority Central Park Building	15	Lehigh
Presentation	LVCIL	6/7/23	Allentown Housing Authority Walnut Street	50	Lehigh
Presentation	LVCIL	6/9/23	Lehigh Valley Zoo-Disability Sensitivity Trainings	40	Lehigh
Presentation	LVCIL	6/16/23	Allentown Housing Authority planning committee meeting	16	Lehigh
Expo	LVCIL	6/24/23	*Inner City Faith Health Fair at Salvation Army	50	Lehigh
Presentation	LVCIL	4/28/23	Allentown Housing Authority Central Park Building	3	Luzerne

TDDP Consumer Education Outreach Events

July 1, 2022 to June 30, 2023

Expo	LVCIL	5/24/23	LINK Aging Event for Seniors	35	Luzerne
Presentation	CILNCP	7/21/22	County Assistance Office Taskforce Meeting	25	Lycoming
Presentation	CILNCP	9/15/22	Coordinated Service Taskforce	20	Lycoming
Expo	CILNCP	9/22/22	Senator Yaw's Senior Expo	500	Lycoming
Presentation	CILNCPA	2/16/23	Coordinated Task Force Meeting: Professionals	30	Lycoming
Presentation	CILNCP	9/14/22	Northumberland County Coalition	25	Northumberland
Presentation	CILNCP	10/12/22	Lycoming County Coalition Meeting Presentation	25	Northumberland
Presentation	CILNCPA	2/8/23	Coordinated Task Force Meeting: Professionals	15	Northumberland
Presentation	TechOWL	9/15/22	Blind Advocacy Group	13	Philadelphia
Expo	TechOWL	10/14/22	Philadelphia Corporation on Aging Senior Strut-Health Fair	450	Philadelphia
Expo	TechOWL	10/22/22	Senior Expo at Triumph Baptist Church	300	Philadelphia
Presentation	TechOWL	2/8/23	Philadelphia Chapter of AARP: Seniors	45	Philadelphia
Expo	LIFT	10/7/22	State Rep. Causer Senior Expo	275	Potter
Presentation	LIFT	10/27/22	CareerLink Meeting with OVR and BBVS	30	Potter
Presentation	LIFT	1/18/23	Coudersport Senior Center: Seniors	30	Potter
Presentation	LIFT	2/1/23	Oswayo Valley Senior Center: Seniors	28	Potter
Presentation	LVCIL	10/20/22	Tremont Senior Outreach Center Presentation	9	Schuylkill
Presentation	LVCIL	11/3/22	Schuylkill Haven Senior Center Presentation	20	Schuylkill
Presentation	LVCIL	11/8/22	Pottsville Senior Center Presentation	12	Schuylkill
Expo	TechOWL	10/16/22	Hearing Loss Association of America's Walk4Hearing	150	Statewide
Expo	TECHOWL	4/29/23	Pennsylvania School for Deaf Transition Fair for HS Seniors	150	Statewide
Presentation	UCPNEP	7/11/22	Interagency Network	8	Wayne
Presentation	UCPNEP	9/14/22	Senior Center Presentation	20	Wayne
Expo	CLASS	9/9/22	Senior Apartment Complex Health Fair	50	Westmoreland
			Total Attendance (estimated)	6260	
			Number of Events	82	
			*Events reaching underserved populations	3	
			Counties Reached	34	
			Statewide Events	2	
Legend: Assistive Technology Resource Centers					
TechOWL=Main Office		UCPNE=United Cerebral Palsy of Northeastern PA			
CRI=Community Resources for Independence		LIFT=Life and Independence for Today			
CLASS=Community Living and Support Services		LVPIL=Lehigh Valley Center for Independent Living			
UCPC=United Cerebral Palsy of Central PA		TRPIL=Transitional Paths to Independent Living			
CILNCPA=Center for Independent Living of North Central PA					

DATE OF DEPOSIT

OCT 17 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Application for Free Special Phones from TechOWL

Return completed application to:

**TechOWL Free Special Phone Program
Institute on Disabilities at Temple University
Ritter Annex 4, Room 430
1301 Cecil B. Moore Avenue
Philadelphia, PA 19122**

Email: TDDP@temple.edu

Fax: 215-204-6336

Tel: 800-204-7428

TTY: 711

Please keep this information in case you need to contact us.

revised 04/2022

What to expect after you send in your completed application:

- We process your application.
- We send you a letter saying your application is eligible, incomplete or denied.
- The letter comes from Temple University. It is NOT a bill or junk mail.
- Tell us if you have changed your contact information.
- This whole process can take up to 4-8 weeks. Please be patient with us!

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Application for Free Special Phones from TechOWL

4/22 p.1

We highly recommend a device demonstration or loan since there is a no exchange policy. Call 800-204-7428 to schedule.

- I will call to schedule an equipment demonstration or loan before submitting my application.
- I do not want an equipment demonstration or loan. I understand there are no exchanges after I receive my device.

Do you already own equipment similar to what you are requesting from TechOWL (i.e. smartphone, tablet, captioned or amplified phone)? Yes No

If yes, what? _____

If yes, please check one answer below:

My equipment is:

- is broken or only works sometimes
- is borrowed
- does not meet my needs because _____
- I will use this device at: (check one)
- Home
- School
- Work

Applicant Information—to be completed by applicant (PLEASE PRINT)

Name (Last) _____ (First) _____ (Middle initial) _____

Address (P.O. Box not accepted) _____

City _____ Zip _____ County _____

Area Code/Phone _____ Date of Birth _____

Email _____

Person assisting you with application, if any

Name _____ Relationship _____

Area Code/Phone _____ Email _____

Parent or guardian for applicants under 18 years old

Name (Last) _____ (First) _____ (Middle initial) _____

Area Code/Phone _____ Email _____

Applicant Annual Income and Family Members

4/22 p.2

You must attach the **applicant's** most current proof of income. Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213. We cannot accept bank statements or the 1040 tax form.

Number of people living at this (applicant's) address including applicant: _____

Other Applicant Information (required)**Reason for using the Free Special Phone Program**

- I cannot afford equipment
 This equipment is only available through the Free Special Phone Program
 I could use other programs, but the system is too complex and/or the wait is too long

How did you hear about us?

- friend/relative
 support person
 web
 brochure/flyer
 presentation/exhibit by _____
 other (specify) _____

If applying for a Free Wireless Device, please complete the following questions:

Do you currently subscribe to a mobile plan? Yes No

If you checked "yes", what is the name on the mobile plan?

(Attach a copy of your current cell phone bill, receipt for data card purchase or other proof of service.)

If you checked "no", are you able to obtain a mobile plan? Yes No

Have you ever used a wireless device? Yes No

Do you currently use any of the following types of technology? (Check all that apply):

- Hearing aid
 Cochlear implant
 Speech generating device
 Relay (IP, VRS, TTY, STS, VCO, HCO, Captioned telephone)
 Other (List) _____
 Not applicable

Please note: You must get and maintain a cell phone plan with a mobile phone company if you are applying for a free wireless device.

OPTIONAL

Race:

- Black or African American
- Asian or Asian-American
- White or Caucasian
- American-Indian or Alaska Native
- Other (specify) _____
- Prefer not to answer

Ethnicity:

- Hispanic
- Non-Hispanic

Gender:

- Male
- Female
- Other
- Prefer not to answer

REQUIRED: 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 and supporting documents is true, complete and correct.
- I understand that if I purposely provide false information, I may be subject 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 selected.
- I understand that I may not sell, give, or lend to another person any equipment provided to me by the program.
- **For free wireless devices only:** I will be responsible for all services related to the equipment, including activation fee, monthly service plan, software and app updates, and will use the device to access phone and telecommunications-related services, such as video relay, email and texting. **I will activate the device I receive within 30 days of receipt on a mobile service plan.** If I fail to submit proof of a mobile service plan, I may not be able to access services from TechOWL in the future.

Applicant signature _____ Date _____

For applicant is under 18

Parent/legal guardian/signature

_____ Date _____

*Demonstration Centers: If you are having trouble making a decision about which equipment might work for you, please contact or visit one of the Assistive Technology Regional Centers (ATRCs). You can also request a device to try out from our Lending Library.

Web: TechOWLpa.org Email: TDDP@temple.edu Tel: 800-204-7428

Certification of Disability

4/22 p.4

Please print legibly or type. All information must be completed by a professional. (Return to: TDDP@temple.edu OR fax: 215-204-6336)

Applicant Name

(Last) _____ (First) _____ (Middle initial) _____

Please check one. I am a(n):

- | | |
|---|---|
| <input type="radio"/> Audiologist | <input type="radio"/> Optometrist |
| <input type="radio"/> Physician | <input type="radio"/> Ophthalmologist |
| <input type="radio"/> Speech-Language Pathologist | <input type="radio"/> Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) |
| <input type="radio"/> Physician's Assistant | |
| <input type="radio"/> Vocational Rehabilitation Counselor | |
| <input type="radio"/> Registered Nurse Practitioner | |

Please check the disability(ies) being certified:

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> cognitive* | <input type="checkbox"/> low vision |
| <input type="checkbox"/> deaf | <input type="checkbox"/> hard of hearing |
| <input type="checkbox"/> blind | <input type="checkbox"/> physical* |
| <input type="checkbox"/> deafblind | <input type="checkbox"/> speech |

*If you marked cognitive or physical disability, please explain why the applicant needs a specialized phone and/or wireless device and /or identify accessibility features that can be helpful (i.e. voice access for limited dexterity, photo labeled memory buttons for impaired cognition)

Certifying Professional

Full Name _____

Title _____ Agency _____

PA Professional License Number, if applicable _____

Area Code/Phone _____ Fax _____

Email _____

I certify that the applicant named above has the disability indicated, and that they require this technology to independently access telecommunication services.

Signature of Certifier _____ Date _____

Checklist

4/22 p.5

Before you submit your application, read this list and check the boxes to ensure your application is complete. Failure to submit all the items will result in a delay. Keep a copy of your entire completed application for your records.

- Completed application** with all questions answered and all blanks filled in.
- Completed Disability Certification** (filled out by a certifying professional listed on the form).
- Completed Equipment Selection Sheet** with one piece of equipment and/or one signaler that will work for you.

Submit photocopies of documents with the following information:

- Proof of PA residency with the applicant's name and current street address—this includes any of the following:**
 - current driver's license
 - non-driver ID
 - utility bill
 - dated Social Security correspondence
 - copies of W-2s
 - school report card
 - other documentation pre-printed with applicant's name and current street address.
- Proof of applicant's income (Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213). Your most recent information is required. We cannot accept bank statements or the 1040 tax form.**
- For a free home phone only: Proof of most recent telephone service bill (e.g. If you sign your application in May, include the April bill.) Send the entire bill. We must know what type of services you have in your home to determine if the requested device is appropriate.**
- For free wireless devices only. Proof of wireless service—this includes any of the following:**
 - a copy of current monthly cell phone bill
 - receipt form a data plan card purchase
 - redacted bank statement with the monthly charge noted
 - annual renewal letter for a government phone plan

If you currently do not have cell phone service, you will be required to submit a receipt of activation from a service provider, monthly bill or account page from the mobile app. You will have 30 days to submit proof of service after you received the device. This requirement applies to both smart phones and tablets.

Free Special Phones Eligibility Criteria

Person with a disability

- This disability prevents a person from making or receiving telephone calls independently. A qualified professional must complete the certification of disability.

Income limits

- We only use the applicant's proof of income. This does not include family/ household income.

FINANCIAL ELIGIBILITY CRITERIA GUIDELINES

(as of January 19, 2023):

size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$72,280
6	\$80,560
7	\$90,840
8	\$101,120

Age

- Six (6) years or older.

Residence

- Resident of Pennsylvania.

Resources

- Must have an existing landline telephone service
- Must certify to obtain a wireless service agreement to use with the wireless device
- Must be able to learn how to use requested equipment.

Equipment ownership and responsibility

- Your selection is FINAL and CANNOT BE EXCHANGED. It is your property and responsibility. A durable, protective case and/or screen protector for your wireless device is NOT included with your equipment. It is highly recommended that you purchase one. Your device comes with a one-year manufacturer's warranty. Please consider extending that warranty through either the manufacturer or your cell phone service provider.

- Information will be kept confidential except as required by law.
- All equipment is covered by a limited manufacturer defect warranty. If it is defective or stops working, the recipient contacts the vendor for repairs. Repairs for damages due to abuse or neglect are not covered.
- Stolen equipment can be replaced only when a police report of theft is provided.

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

tel: 800-204-7428 / TTY: 711

email: TDDP@temple.edu

web: TechOWLpa.org

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Free Special Phone Equipment Selection

You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

AMPLIFIED



Clarity Alto
Pearl White



Clarity Alto
Plus



Clarity JV35
 Clarity JV35W
(white buttons)

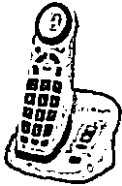


Serene
Innovations
HD-40P

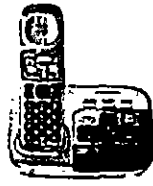


Clarity HA40
In-line Handset
Amplifier

AMPLIFIED CORDLESS



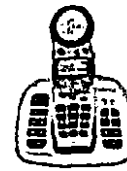
Clarity XLC2+



Panasonic
KX-TGM 450S



Panasonic
KX-TGM 430B
(back-ordered)



Clarity XLC8
(substitute for
Panasonic 430B
back-ordered items)

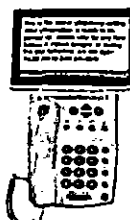
CAPTIONED, TTYS AND OTHER PHONES



CapTel 840 PLUS
(analog or DSL service
compatible)



CapTel 840i



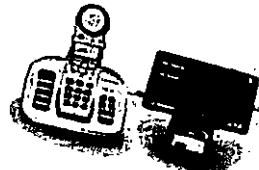
CapTel 880i



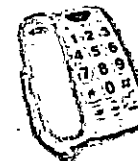
CapTel 2400iSP
(touchscreen
display)



Ultratec SuperPrint
4425 TTY with ASCII



Clarity XLC8-GLT
(VCO)

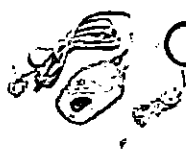


Reizen Big Button
Speakerphone

Category B: Select only ONE signaler.



ClearSounds
Loud Ring
Signaler



Sonic Alert
TR75VR Flashing
Light Signaler

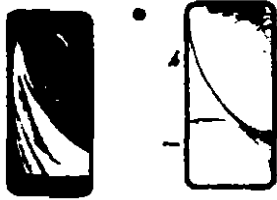
NONE (No device
from Category B
needed.)

For details go to: <https://techowlpa.org/tddp>. List revised February 2023.
If none of the listed equipment will meet your needs, please contact TechOWL.

Free Wireless Devices and Equipment Selection
 You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

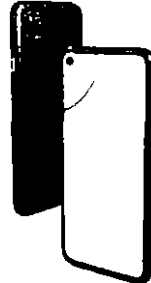
PHONES



- Apple iPhone SE (4.7 Inch Screen) OR
- Apple iPhone 12 (6.1 Inch Screen)



- Samsung Galaxy S21 FE 5G

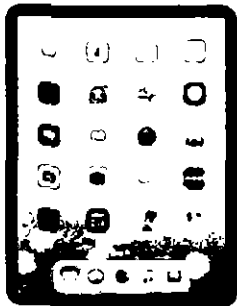


- Google Pixel 6



- Mini Vision 2+ Mobile Phone

TABLETS



- Apple iPad 4G



- Samsung Galaxy Tab S7 FE

- Verizon
- T-Mobile
- AT&T

CELLPHONE AMPLIFIER



- Serene Innovations SA-40 HearAll Cellphone Amplifier

Category B: Select only ONE signaler



- Serene Innovations Ringer Flasher RF200 Alerting Device



- Smart Signaler: Bellman & Symfon Vibio Bed Shaker

- NONE (No device from Category B needed.)

For details go to: <https://techowlpa.org/tddp>. List revised February 2023.
 If none of the listed equipment will meet your needs, please contact TechOWL.

NFB-NEWSLINE® Annual Report July 2021 to June 2022

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-six states and the District of Columbia, providing:

- Five hundred local and national newspapers
- Spanish-language newspapers available to all subscribers
- Over ninety magazines including *AARP The Magazine*
- Associated Press (national & state) and United Press newswire service updated every hour
- The capability of delivering a newspaper via email directly to a subscriber's inbox
- Local TV listings
- Jobs Listings (Career Builder added in 2010, USA Jobs in 2016)
- Retail ads (Target added in 2011)
- Emergency weather alerts, including weather forecast
- Availability twenty-four hours a day, seven days a week with local as well as toll-free access
- Service is available on NFB-NEWSLINE Mobile, iPhone app, and an Amazon Alexa skill added in November 2019

Through the Commonwealth's partnership with NFB-NEWSLINE, a subscriber can choose that day's, the previous day's, 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.

Get NFB-NEWSLINE Using Amazon Alexa:

Now you can access NFB-NEWSLINE hands-free on any product that is Alexa capable. This even includes the Windows 10 app and the Alexa smart phone app that can function without the use of an Echo or an Echo Dot.

Enable the skill by saying, "Alexa, open National Federation" and log in to NFB-NEWSLINE with your voice. Use Alexa to help guide you through the steps and navigate your favorite publications. Many of the same options that are available through web and telephone are available as commands for Alexa as well. Alexa can store your favorites, email you articles, alter the reading voice, volume, or speed, and much more. Simply say, "Alexa, ask National Federation" and then the desired command to use the service.

NFB-NEWSLINE Pennsylvania Participating Newspapers:

- *The Morning Call* - Allentown

DATE OF DEPOSIT

OCT 17 2023

- *Altoona Mirror*
- *Beaver County Times*
- *Bucks County Courier Times*
- *Butler Eagle*
- *Centre Daily Times – State College*
- *The Citizens' Voice*
- *Daily American*
- *Erie Times News*
- *The Evening Sun - Hanover*
- *Harrisburg Magazine*
- *The Intelligencer*
- *LNP Lancaster Online*
- *Lebanon Daily News*
- *Patriot News*
- *Philadelphia Daily News*
- *The Philadelphia Inquirer*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Reading Eagle*
- *The Times Tribune*
- *The Times Leader - Wilkes-Barre*
- *Williamsport Sun-Gazette*
- *York Dispatch*

As of June 30, 2022, there were 4,397 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 Print Disabled Program, administered by the Library of Congress and cooperating network libraries.

New Content:

Several new items were added to NFB-NEWSLINE including all of the convention materials for the National Federation of the Blind's annual convention and the American Council of the Blind's convention. Convention materials include the full agendas and registration information.

Twenty new publications have been added to the service as well:

- *The Bellingham Herald – Washington*
- *CNBC – Breaking News Online*
- *The Herald - South Carolina*
- *The Herald-Sun - North Carolina-*
- *The Island Packet - South Carolina*
- *Merced Sun-Star – California*

- *The Modesto Bee* – California
- *Beauregard Daily News* - Louisiana
- *The Pantagraph* - Illinois
- *Native News Online* – New Mexico
- *The Standard-Times* – Massachusetts
- *Navajo Times* – New Mexico
- *The Royal Gazette* – International (Bahamas)
- *The Kathmandu Post* – International (Nepal)
- *The Eagle Tribune* – Massachusetts
- *Mashable* – American News Website
- *Vox* – American News Website
- *The News Virginian* – Virginia
- *The Daily Nonpareil* – Iowa
- *Morning News* – South Carolina

Activity Detail during the Period: July 1, 2021 to June 30, 2022
 Content Access Frequency: 52 seconds

Our statistics indicate that a subscriber from Pennsylvania accessed NFB-NEWSLINE to obtain a piece of information every 52 seconds during the year.

Category	First Quarter FY2021	Second Quarter FY2021	Third Quarter FY2021	Fourth Quarter FY2021	12 month period from July 1, 2021, to June 30, 2022
Users:	4,333	4,344	4,372	4,397	4,397
New applications:	26	19	18	30	93
Email Newspapers Delivered:	17,182	13,239	10,950	11,629	53,000
Calls Received:	23,356	21,735	20,463	21,499	87,053
State Newspapers Accessed:	21,499	64,155	63,513	52,954	202,121
Television Listings Accessed:	4,560	6,092	5,743	5,064	32,459
Number of Minutes:	274,889	251,448	235,944	231,010	993,291
Local Call Percentage:	56.77	53.34	55.92	55.71	55.71

Newspaper Usage Report

The chart below contains the names of the Pennsylvania publications along with the number of times that they were accessed between July 1, 2021 and June 30, 2022.

Content Name	First Quarter FY2021	Second Quarter FY2021	Third Quarter FY2021	Fourth Quarter FY2021	12 month period from July 1, 2021, to June 30, 2022
Local Weather and Emergency Alerts	7,277	5,400	5,555	6,676	24,908
<i>The Morning Call - Allentown</i>	3,828	3,736	4,085	3,966	15,615
<i>Altoona Mirror</i>	1,710	1,626	1,903	1,880	7,119
Associated Press Pennsylvania	9,598	10,375	9,429	9,480	38,882
<i>Beaver County Times</i>	612	658	466	481	2,217
<i>Bucks County Courier Times</i>	1,213	1,377	1,436	1,967	5,993
<i>Butler Eagle</i>	828	916	731	918	3,393
<i>Centre Daily Times- State College</i>	1,272	1,055	774	793	3,894
<i>The Citizens' Voice</i>	649	631	381	452	2,113
<i>Daily American</i>	481	1,293	366	3,949	6,089
<i>Erie Times News</i>	5,379	4,965	5,208	4,671	20,223
<i>The Evening Sun - Hanover</i>	215	247	256	160	878
<i>LNP Lancaster Online</i>	3,917	4,134	3,565	3,315	14,391
<i>Lebanon Daily News</i>	1,039	923	1,086	843	3,891
Pennsylvania Local Channel	404	378	410	394	1,586
<i>Patriot News</i>	0	0	297	1,933	2,230
<i>The Philadelphia Inquirer</i>	0	0	554	3,916	4,470
<i>Philadelphia Online</i>	553	415	294	0	1,262
<i>Pittsburgh Post-Gazette</i>	11,336	13,235	4,486	8,946	38,003
<i>Pittsburgh Tribune Review</i>	11,290	10,330	11,393	9,383	42,396
<i>Pocono Record</i>	577	474	470	474	1,995
<i>Reading Eagle</i>	2,045	1,799	2,121	1,997	7,962
<i>The Times Tribune</i>	736	1,768	260	6,563	9,327
<i>The Times Leader - Wilkes-Barre</i>	506	236	144	280	1,166
<i>Williamsport Sun-Gazette</i>	1,054	865	1,173	1,063	4,155
<i>York Dispatch</i>	457	447	930	421	2,255

Actual Costs Incurred during the Period (July 1, 2021 to June 30, 2022)

Please refer to the four quarterly invoices for detail:

NFB-NEWSLINE annual maintenance service fee: \$44,000 (July 1, 2021 to June 30, 2022)

The newspapers included with the annual service fee are:

- *Centre Daily Times* – State College
- *The Evening Sun* – Hanover
- *The Intelligencer*
- *Lebanon Daily News*
- *LNP Lancaster Online*
- *Patriot News*
- *The Philadelphia Inquirer*
- *Philadelphia Daily News*
- *The Times Leader* - Wilkes-Barre
- *York Dispatch*

Annual newspaper operational fee: \$75,000 (July 1, 2021 to June 30, 2022)

This includes fifteen newspapers at \$5,000 each:

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

Marketing and Outreach: \$50,000 (July 1, 2021 through June 30, 2022)

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; the 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.

Annual Unlimited Nationwide Direct Inward Dial Telecommunications Access fee: \$4,000 (July 1, 2021 to June 30, 2022)

A pro-rated fee assessed to each state for NFB-NEWSLINE telecommunications service.

Total invoice: \$173,000 (July 1, 2021 - June 30, 2022)

Submitted by:

Scott A. White
Director of Sponsored Technology Programs
National Federation of the Blind
Swhite@nfb.org
410-659-9314 extension 2231
September 15, 2022

DATE OF DEPOSIT
OCT 17 2023
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY
651 Boas Street
Harrisburg, PA 17121-0750
www.dli.pa.gov

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HARRISBURG PA 17110
PENNSYLVANIA PUBLIC UTILITY COM
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SECRETARY'S BUREAU

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(717) 787-2788
DEPARTMENT OF LABOR AND INDUST
651 BOAS STREET
HARRISBURG PA 17121-0725

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SHIP TO:
ROSEMARY CHIAVETTA, SECRETARY
PENNSYLVANIA PUBLIC UTILITY COMSSN
P.O. BOX 3265
HARRISBURG PA 17105-3265

Pennsylvania Public Utility Commission
DO NOT AI
Rosemary Chiavetta, Secretary Cc
Address/Room Number/Suite/APT. P.O. Box 3265
Harrisburg, PA 17105-3265



CMPC
717-705-1952

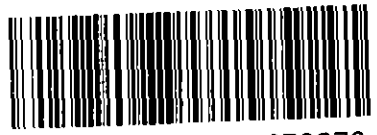
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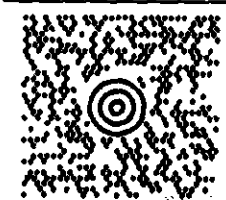
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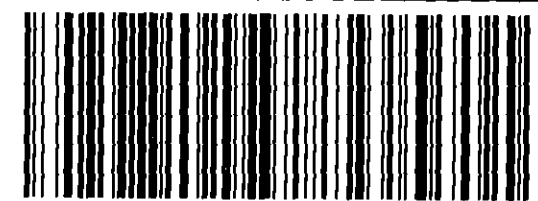
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