



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

GLADYS BROWN DUTRIEUILLE
CHAIRMAN

December 20, 2022

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

Dear Governor Wolf:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2022 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,

Gladys Brown Dutrieuille
Chairman

Enclosure

cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
2022 TRS Annual Legislative Report, Docket No. M-2022-3030274

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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GLADYS BROWN DUTRIEUILLE
CHAIRMAN

December 20, 2022

The Honorable John Fetterman
Lieutenant Governor of Pennsylvania
Room 200 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Fetterman:

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 2022 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newsline”). 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

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Gladys Brown Dutrieuille
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cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
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¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004, 35 P.S §§ 6701.1 – 6701.4.

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GLADYS BROWN DUTRIEUILLE
CHAIRMAN

December 20, 2022

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),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2022 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 cursive script that reads "Gladys Brown Dutrieuille".

Gladys Brown Dutrieuille
Chairman

Enclosure

cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
2022 TRS Annual Legislative Report, Docket No. M-2022-3030274

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

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**

DECEMBER 17, 2022

In compliance with Section 6701.4(e), of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission or PUC) respectfully submits this 2022 Annual Report² 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.³ The Commission is responsible for calculating the TRS surcharge rate on an annual basis pursuant to Section 6701.4(c) of UTPMAA. The TRS surcharge is collected from all landline telecommunications customers and some fixed Voice over Internet Protocol (VoIP) telecommunications customers in Pennsylvania.⁴

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.⁵

The PMAS Program provides access via telephone to print media for persons who are blind. The PMAS Program is operated by L&I's Bureau of Blindness and Visual Services (BBVS) and overseen by OVR pursuant to Section 6701.3(a) of the UTPMAA. Access is currently provided through the National Federation of the Blind (NFB) reading service, known as "NFB Newsline."

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

On May 25, 2015, at Docket No. P-2015-2484229, OVR filed a Petition with the Commission requesting that seeking funding from the TRS surcharge to fund a two-year wireless pilot program entitled "Wireless Expansion Initiative: Promoting Telecommunications Equity for People with

¹ Act 34 of 1995, as amended by Act 174 of 2004, 35 P.S §§ 6701.1 – 6701.4.

² 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

³ 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.

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

⁵ <https://techowlpa.org>

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.⁶ 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.⁷ 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.⁸ OVR submits projected annual budgets to the Commission for the TDD Program and the PMAS Program. The monthly TRS surcharge rate 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 Program, the TDD Program, and the PMAS Program. Based on these factors, the Commission sets the amount of the monthly TRS surcharge rate on each residential and business access line.

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.*

35 P.S. § 6701.4(c) (Emphasis added).

The Commission calculates the TRS surcharge rate annually. By order entered June 21, 2022, the Commission approved a reduction in the annual TRS surcharge rate recalculation for the twelve-month period beginning August 1, 2022, through July 31, 2023, at Docket Nos. M-2022-3030272 and M-00900239.⁹ As a result, the TRS surcharge rate for residential and business access lines to be applied during that period is set at \$0.00 per month.¹⁰ A copy of that Order approving the 2022-2023 TRS surcharge rate is attached to this report as Public Utility Commission Attachment B.

⁶ *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).

⁷ *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).

⁸ See 73 P.S. § 2251.6(1)(ii).

⁹ For the prior period 2021-2022, the TRS surcharge rate for residential and business access lines was \$0.04 per month.

¹⁰ We note that the TRS surcharge is typically recalculated for the 12-month period beginning July 1 and ending on June 30.

TDD PROGRAM

On April 22, 2022, OVR filed a budget with the Commission for the TDD Program for the ensuing year. The TDD Program budget for July 1, 2022, through June 30, 2023, as submitted by OVR, is \$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.

By Secretarial Letter dated July 1, 2022, the Commission informed OVR that it had initiated an inquiry to determine if certain line items included in OVR's TDD Program Budget were compliant with applicable law and requested a meeting between OVR personnel and Commission staff. A copy of the July 1, 2022 Secretarial Letter is included as Public Utility Commission Attachment C.

On September 23, 2022, OVR submitted the TDD Program activity report for the period July 1, 2021, through June 30, 2022, and the PMAS Program budget. A copy of the information submitted by OVR is included as Public Utility Commission Attachment D.

Based on the bills submitted to and paid from the TDD Program sub-account for the 2021-2022 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.

TDD Program Sub-Account **For the period of July 1, 2021, to June 30, 2022**

Beginning Balance on July 1, 2021	\$1,069,325.13
Revenue from the TRS surcharge	\$343,808.70
Earned net investment income	\$787.24
Distributed equipment costs	(\$89,741.05)
Consumer education and outreach	(\$145,698.23)
WEI program equipment	(\$77,107.85)
WEI program education & outreach	(\$142,666.65)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$2,301.33)
Ending Balance on June 30, 2022	<u>\$956,405.96</u>

However, this year the new TRS surcharge rate was delayed until August 1 to ensure all LECs had adequate time to make the necessary billing changes and tariff filings. The LECs bill the TRS surcharge as a separate line item on customer's monthly bills, as well as collect and remit the surcharge funds to the Fund Administrator.

PMAS PROGRAM

On April 22, 2022, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMAS Program budget for July 1, 2022, through June 30, 2023, as submitted by BBVS, is \$193,000, which was the exact same budget figure submitted for the budget year 2021-2022. BBVS’ 2022-2023 budget proposal estimated that the costs will include twenty-seven participating newspapers, annual service fee, annual newspaper maintenance and distribution fee, Pennsylvania Specific Alerts service, marketing and outreach, and a one-year telecommunications subscription fee for the system over which users can hear selected print media being read aloud.

Based on the bills submitted to and paid from the PMAS Program sub-account for the 2021-2022 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, 2021, to June 30, 2022

Beginning Balance on July 1, 2021	\$713,809.45
Revenue from the TRS surcharge	\$80,856.98
Earned net investment income	\$460.42
NFB Newline annual element costs	(\$255,750.00)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$1,505.39)
Ending Balance on June 30, 2022	<u>\$537,871.46</u>

The NFB Newline invoice payment by the BBVS are by way of a quarterly invoice and payment arrangement with NFB Newline. The OVR BBVS 2022-2023 budget is included in Attachment D.

OVR INFORMATION

Pursuant to Section 6701.4(e)(2), OVR has submitted to the Commission its annual information on the TDD Program. The OVR submission is included in Attachment D. Neither the Commission, nor any of its employees makes any representations or warranty, express or implied, regarding the accuracy, completeness, or usefulness of any of the information presented therein.

AUDIT OF THE TDD PROGRAM AND THE PMAS PROGRAM

The Commission’s Bureau of Audits, with the assistance of OVR, conducts audits of the TDD Program and the PMAS Program. The objectives and scope of the audits are to determine that only qualified individuals received TDD Program equipment; that the consumer 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 July 13, 2020, at Docket No. D-2020-3020696, the Bureau of Audits initiated an audit of the TDD Program and PMAS Program for the twelve-month periods ended June 30, 2017; June 30, 2018; and June 30, 2019. The Bureau of Audit’s report was released on October 7, 2021.

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's Bureau of Audits, with the assistance of OVR, conducts audits of the TDD Program and the PMAS Program. 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.

ATTACHMENTS (4):

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 June 21, 2022, approving the current TRS surcharge rate (Docket No. M-2022-3030272).

Public Utility Commission Attachment C: Secretarial Letter dated July 1, 2022, to OVR Executive Director regarding statutory prohibitions specifically dealing with administrative costs in the TDD Program.

Public Utility Commission Attachment D: 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 June 16, 2022

Commissioners Present:

Gladys Brown Dutrieuille, Chairman
John F. Coleman, Jr., Vice Chairman
Ralph V. Yanora

Recalculation of the Pennsylvania
Telecommunications Relay Service Surcharge

M-2022-3030272
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 for the fiscal year period beginning on July 1, 2022, and ending June 30, 2023. The Commission will set the TRS surcharge rate for residential and business access lines at \$0.00 per month.

Background

The TRS surcharge recovers anticipated costs to provide calling services and equipment to individuals that are deaf, hard of hearing, deaf-blind or have difficulty speaking to make and receive telephone calls. The surcharge funds three individual programs: the Relay service itself,

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.”

the Telecommunications Device Distribution Program (TDDP),³ and the Print Media Access System Program (PMASP).⁴ The surcharge is assessed only upon the customers of wireline Incumbent Local Exchange Carriers (ILECs) and Competitive Local Exchange Carriers (CLECs) (collectively, LECs).

The annual TRS surcharge recalculation is dependent on data from several sources. LECs submit annual wireline access line counts pursuant to 52 Pa. Code § 63.37. The traditional relay provider, Hamilton Relay, Inc.,⁵ submitted the estimated minutes of use and charges for July 1, 2022, through June 30, 2023. Hamilton Telephone Company d/b/a Hamilton Telecommunications submitted the estimated minutes-of-use report for the Captioned Telephone Relay Service⁶ (CTRS). The Office of Vocational Rehabilitation (OVR), Department of Labor and Industry, submitted the 2022-2023 TDDP budget and the 2022-2023 PMASP budget.

Calculation for 2022 – 2023

Combined residential and business wireline access lines reported by LECs for 2021 and adjusted for Centrex lines are estimated to be 4,000,729. Based upon the number of access lines, projected TRS program costs (Relay, CTRS, TDDP, and PMASP), anticipated Pennsylvania TRS Advisory Board⁷ expenses, TRS Fund administration costs, and the financial status of the TRS Fund, the 2022-2023 TRS surcharge rate for residential and business access lines shall be set to \$0.00 per month per access line.

³ This program provides specialized telecommunications devices, such as text telephones and amplifiers, at no charge to qualifying persons who are deaf or hard of hearing, or with speech and language disorders, or with a physical disability that prevents them from using standard telecommunication equipment. As per 35 P.S. § 6701.4, the Pennsylvania Department of Labor and Industry – Office of Vocational Rehabilitation is required to provide the Commission with an annual budget for the TDDP for the upcoming fiscal year. We note that our action on the TRS surcharge for the 2022-23 surcharge year should not be construed as an approval of the TDDP annual budget for 2022-23. Rather, the TDDP budget for 2022-23, including whether the budget is compliant with applicable law, is still under review.

⁴ This program is a reading service for persons with certain vision-related physical disabilities.

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 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

The TRS fund is running a massive surplus such that current TRS services could operate with full funding for approximately seven years with no surcharge. It would be unreasonable and imprudent to maintain this over-collection year after year without recognition of the affect this may have on ratepayers. While the Commission supports access to the TRS programs, we nevertheless do not support continued overcollections.

Operations for 2022 – 2023

We shall continue our active oversight of the operations of the Pennsylvania Telecommunications Relay Service. Further, in accordance with 35 P.S. §§ 6701.3a & 4, we shall continue to collaborate with OVR and its TDDP administrator⁸ to ensure adequate funding for distribution of TDDP equipment to qualified Pennsylvanians. Further, we shall continue to assist OVR in its mission to ensure adequate funding for the PMASP.

Audits

On August 3, 2020, the Commission’s Bureau of Audits began an audit of the TDDP and PMASP at Docket No. D-2020-3020696. The audit covers the twelve-month periods ended June 30, 2019; June 30, 2018; and June 30, 2017. The audit report was released at Public Meeting on October 7, 2021. On August 3, 2020, the Bureau of Audits began an audit of the Telecommunications Relay Service at D-2022-3030518. The audit covers the twelve-month periods ended February 29, 2020; and February 28, 2021. The audit report is expected to be released in 2022.

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.

⁸ As of January 1, 2007, the TDDP is administered by Pennsylvania’s Initiative on Assistive Technology, Institute on Disabilities, Temple University.

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 change the TRS surcharge rate, we shall serve a copy 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. Additionally, we will publish the order in the *Pennsylvania Bulletin* and on the Commission's website. All TRS surcharge revenues shall continue to be remitted to the Fund Administrator. Please note the change in surcharge remittance payment details.⁹

Conclusion

The Commission has completed the annual recalculation of the TRS surcharge rate. The TRS surcharge rate for residential and business access lines to be applied beginning August 1, 2022,¹⁰ through July 31, 2023, will be set at \$0.00 per month. All LECs are required to file a tariff supplement with the Secretary of the Commission to implement the new TRS surcharge rate. These tariff supplements may be filed to become effective on one day's notice;

THEREFORE,

IT IS ORDERED:

1. That for the period of August 1, 2022, through July 31, 2023, 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 July 31, 2023.

2. That all local exchange carriers are directed to use the updated attached blank remittance form to remit the monthly TRS surcharge collections to the Fund Administrator. The blank remittance form shall be posted to the Commission's website. All local exchange carriers

⁹ 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.

¹⁰ This effective date is intended to allow carriers sufficient time to make the necessary systems changes to accommodate the reduction in the surcharge and to file the necessary tariff supplements.

are required to collect and remit the TRS surcharge revenue with the completed remittance form monthly by the 20th of each month.

3. That a copy of this Order be served upon all local exchange carriers, Hamilton Telephone Company d/b/a Hamilton Telecommunications, Hamilton Relay, Inc., U.S. Bank Institutional Trust & Custody, the Office of Vocational Rehabilitation in the Department of Labor and Industry, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Pennsylvania Telephone Association.

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

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

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: June 16, 2022

ORDER ENTERED: June 21, 2022

REMITTANCE FORM FOR MONTHLY TRS SURCHARGE COLLECTIONS

Effective August 1, 2022, through July 31, 2023

M-2022-3030272

Pennsylvania TRS Surcharge

All local exchange carriers are required to collect and remit the TRS Surcharge revenue monthly, by the 20th of each month providing the following information with the monthly remittance:

Company Name: _____

Utility Code: _____

Contact Person: _____

Phone: (____)_____ FAX: (____)_____

Email: _____

1. For the Month Ending _____

2. Number of **Residential** access lines _____

X \$0.00 per line \$_____

3. Number of **Business** access lines _____

X \$0.00 per line \$_____

4. Total TRS Surcharge remittance \$_____

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

If paying via check:	If paying via bank wire:
Mail Report and payment to:	BANK U.S. Bank N.A.
<u>Regular Mail Address:</u> U.S. Bank National Wholesale Lockbox Pennsylvania TRS Fund PO Box 645899 Cincinnati OH 45264-5899	ADDRESS 60 Livingston Avenue St Paul MN 55107-2292
<u>Overnight Address:</u> US Bank CN-OH-L1WH Lockbox #005899 5065 Wooster Road Cincinnati OH 45226	ABA 042 000 013 ACCOUNT 130 128 844 961 OBI PA Relay ATTN: Mark Conte Email Report to: Danielle.clay1@usbank.com cc: mark.conte@usbank.com
	<u>Also, eFile or mail Report to:</u> Secretary, Pennsylvania PUC Commonwealth Keystone Building - 2 nd Floor 400 North Street Harrisburg PA 17120

Authorized Signature: _____ Date: _____

Please direct any questions regarding the TRS Surcharge remittance to Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov or Melissa Derr at (717) 783-6171 or mderr@pa.gov.



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

Public Utility Commission
Attachment C

July 1, 2022

RYAN HYDE
EXECUTIVE DIRECTOR
PENNSYLVANIA DEPARTMENT OF LABOR & INDUSTRY
OFFICE OF VOCATIONAL REHABILITATION
1521 N 6TH ST
HARRISBURG PA 17102-1104

Re: Fiscal Year 2022-2023 Telecommunications Device Distribution Program Budget
Docket No. M-2022-3030272

Mr. Hyde:

Enclosed is a copy of the Commission's entered Order at Docket No. M-2022-3030272 whereby the Commission conducted its annual recalculation of the Telecommunications Relay Service (TRS) surcharge funding mechanism for the fiscal year period beginning August 1, 2022, and ending July 31, 2023 (*FY 2022-2023 TRS Surcharge Recalculation Order*).¹

The *FY 2022-2023 TRS Surcharge Recalculation Order* TRS Surcharge Order is issued pursuant to the Universal Telecommunications and Print Media Access Act (UTPMAA), 35 P.S. § 6701.1 – 6701.4 which, *inter alia*, governs the funding and the administration of the Telecommunications Device Distribution Program (TDDP). As set forth in the *FY 2022-2023 TRS Surcharge Recalculation Order*, we are in receipt of the Pennsylvania Department of Labor and Industry's Office of Vocational Rehabilitation's (L&I OVR) proposed fiscal year 2022-2023 TDDP budget which was emailed to the Commission on April 22, 2022.² As noted in footnote 3 of the *FY 2022-2023 TRS Surcharge Recalculation Order*, the Commission has determined that the fiscal year 2022-2023 TDDP budget submitted by L&I OVR will remain under review pending a resolution of our inquiry into some issues identified by the Commission regarding certain line items in said budget.³

Specifically, Section 6701.4(c) of the UTPMAA, 35 P.S. § 6701.4(c), prohibits the use of TRS surcharge funds to fund the administrative costs of the TDDP. As submitted by L&I OVR, the proposed fiscal year 2022-2023 TDDP budget appears to contain multiple line items that are administrative in nature. The Commission is hopeful that a timely resolution of the issues surrounding the proposed fiscal year 2022-2023 TDDP budget can be reached and believes a meeting between Commission staff and representatives from L&I OVR would facilitate that outcome.

¹ See *Recalculation of the Pennsylvania Telecommunications Relay Service Surcharge*, Docket No. M-2022-3030272 (order entered June 21, 2022) (*FY 2022-2023 TRS Surcharge Recalculation Order*).

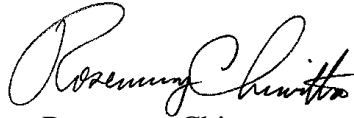
² 35 P.S. §§ 6701.3 provides that L&I OVR has administrative responsibility for the TDDP. In addition, 35 P.S. § 6701.4(c) states, in pertinent part, that "The executive director of the Office of Vocational Rehabilitation in the department shall provide the commission with an annual budget and supporting information for the purchase of the telecommunication devices for the Telecommunication Device Distribution Program."

³ After receipt of the proposed 2022-2023 TDDP budget in April 2022, the Commission made several attempts to obtain clarifying information and additional supporting documentation from L&I OVR regarding the submitted budget. However, those inquiries went unanswered.

In the meantime, considering the statutory prohibition set forth in the UTPMAA, the Commission intends to take certain actions effective with the start of the new TDDP budget year on July 1, 2022, to ensure that the Commission does not authorize TRS surcharge funding to support the administrative costs of the TDDP. These actions may include instructing the TRS Fund Administrator (US Bank) to restrict disbursement of funds from the TDDP sub-account to only those items that are readily identifiable as non-administrative in nature and/or limiting the amount of funds available in the TDDP sub-account to an amount equal to the portion of the proposed fiscal year 2022-2023 TDDP budget that covers identifiable direct (non-administrative) TDDP costs.⁴

If we can timely resolve all the issues surrounding the proposed fiscal year 2022-2023 TDDP budget, it will not be necessary to take the above actions effective with the start of the new TDDP budget year. Hence, we request that L&I OVR promptly reply to this letter in order to set up a meeting with the appropriate Commission staff to reach a resolution. We ask that you please contact Erin Laudenslager of the Commission's Bureau of Technical Utility Services at (717) 705-4364 or elaudensla@pa.gov.

Sincerely,



Rosemary Chiavetta
Secretary

Enclosure

cc:

Laura M. Grassia
TDDP Program Manager
Temple University's College of Education and Human Development
Institute on Disabilities
1301 Cecil B Moore Avenue
Ritter Annex 4, Room RA 430
Philadelphia PA 19122

Executive Director
L&I OVR
651 Boas ST Room 700
Harrisburg PA 17121-0751

⁴ Based upon our initial review, this would include only \$85,000, which is the amount listed for "Demo/Loan Equipment" in the proposed 2022-2023 TDDP budget.

REVISED December 13, 2022

September 23, 2022

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility
Commission P.O. Box 3265

RE: **Docket Number M-2022-3030274**

2021 Annual Legislative Report to the General Assembly

- Telecommunication Devices Distribution Program (TDDP)
- Print Media Access System Program (PMASP)

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 Jeff Cushey at jcushey@pa.gov or 717.783.3882.

Sincerely,



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

JC/lp

Attachments: Temple University TDDP Annual Report 2021-2022
NFB Annual Newline Report 2021-2022

Cc: Kim Singleton, Temple University TDDP
Sandy McNally, Temple University TDDP
Eric Jeschke, PUC
Dawn Sokol, BBVS
Jill Moriconi, HGAC
Jeff Cushey, BCO
Karen Walsh-Emma, BBVS

File

ANNUAL REPORT TO THE GENERAL ASSEMBLY
ACT 181-2002:
TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM
Docket Number M-2022-3030274

IN OVERSEEING THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP), THE OFFICE OF VOCATIONAL REHABILITATION (OVR) REPORTS THE FOLLOWING FISCAL YEAR ACTIVITIES BEGINNING JULY 1, 2021 TO JUNE 30, 2022:

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 \$27,180 per year for a single individual).

OPERATION OF THE PROGRAM:

- During the fiscal year July 1, 2021 through June 30, 2022, 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. As of July 1, 2022, wireless equipment will be a permanent part of TDDP.
- 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://techowlpa.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 140 individual, wireline applications. Of these, 98 were determined eligible, and 5 were determined ineligible. As of June 30, 2022, eligibility determinations were still in process on approximately 5 incomplete applications. In addition, 19 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. Seven (7) applications were withdrawn for various reasons including, but not limited to: getting equipment elsewhere, having equipment already or death of the consumer.
- During this program year, TechOWL received and reviewed a total of 273 individual, wireless applications. Of these, 195 were determined eligible, and 28 were determined ineligible. As of June 30, 2022, eligibility determinations were still in process on approximately 9 incomplete applications. In addition, 20 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. Twelve (12) applications were withdrawn for various reasons including, but not limited to: getting equipment elsewhere, having equipment already, moving out of state, not willing to obtain a mobile service plan or having a non-qualifying disability.

EQUIPMENT DISTRIBUTED TO APPLICANTS:

- Wireline equipment distributed to 100 eligible applicants between July 1, 2021 – June 30, 2022 is detailed in TDDP Attachment 1-TDDP Devices Distributed FY2022, page 1.
- Wireless equipment distributed to 196 eligible applicants between July 1, 2021 – July 30, 2022 is detailed in TDDP Attachment 1-TDDP Devices Distributed FY2022, page 2.

FUNDING:

- The market value of the TDDP fund as of June 30, 2022 was \$957,170.04. The US-Bank Account Summary for the period ending June 30, 2022 is attached and referenced as TDDP Attachment 2-Activity Summary Report-USBank.

VENDORS:

- From July 1, 2021 to June 30, 2022 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, 2023. An equipment price list is included in this report as TDDP Attachment 3-TDDP Equipment Price List FY2022.

Fund disbursements to vendors during the period July 1, 2021 through June 30, 2022 are as follows:

Teltex for Wireline Equipment	\$8,381.90
WCI for Wireline Equipment	\$1,534.25
<hr/>	
Subtotal for Wireline Equipment	\$9,916.15
Teltex for Wireless Equipment	\$115,670.05
Raz Mobility for Wireless Equipment	\$41,353.00
<hr/>	
Subtotal for Wireless Equipment	\$157,023.05
Total vendor disbursements:	\$166,939.20

These disbursements also include payments for wireline equipment ordered toward the end of the previous program year (July 1, 2020 -June 30, 2021).

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, 2021. In addition to coordinating statewide consumer education and outreach efforts, TechOWL serves as an ATRC for southeastern Pennsylvania. Between July 2021 and June 2022 TechOWL staff (including but not limited to, the Consumer Educator), and ATRCs participated in 73 outreach activities, including 2 statewide events and 3 events reaching underserved communities, held in 23 counties, and reaching over 4,781 Pennsylvanians. The list of activities is included in this report as TDDP Attachment 4-TDDP Consumer Education & Outreach Events.

Total fund disbursements (July 1, 2021 to June 30, 2022) to Temple University for Consumer Education and Outreach activities for TDDP (wireline) were \$145,698.23. Total fund disbursements (July 1, 2021 to June 30, 2022) to Temple University for Consumer Education and Outreach activities for the Wireless Expansion Initiative were \$142,666.65. These figures include remaining amounts due for July 2020 to June 2021.

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

- Equipment has been either discontinued or placed on manufacturer backorder due to the broken supply chain. At this time, it is difficult to find alternative or replacement equipment that has been discontinued.
- 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.
- TDDP will continue to educate consumers who apply to TDDP regarding the Lifeline program which is a federal program that offers discounts on phone, internet, or a combined/bundled service to those individuals that qualify.

ACCOMPLISHMENTS (July 1, 2021 to June 30, 2022):

- During this program year, 27 recipients from TDDP and WEI who requested assistance with their TDDP equipment received support from ATRCs. Altogether, 37.5 hours of device support were provided via telephone support or in person. Ninety percent (90%) of consumers were highly satisfied with the support they received.
- Seventy-three (73) events were held in person and remotely in 23 counties reaching approximately 4,781 attendees. There were 2 statewide events and 3 events reaching underserved communities.
- Twenty-five (25) new Information Centers were added this program year. There is now a total of 75 Information Centers.
- Satisfaction surveys were mailed, emailed, or contacted via telephone to equipment recipients. Overall satisfaction rate for wireline and wireless consumers is 94% (highly satisfied).
- Articles were published in 10 newsletters reaching 51,846 people. Nine (9) mailings containing TDDP and WEI 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 1,242 Pennsylvanians, and social media posts reached over 161,590 people based on number of views.

- All policies and procedures were reviewed and updated during this program year.

ATTACHMENTS:

- TDDP Attachment 1-Devices Distributed-FY2022
- TDDP Attachment 2-Activity Summary Report-USBank
- TDDP Attachment 3-Equipment Price List-FY2022
- TDDP Attachment 4-Consumer Education Outreach Events-FY2022
- TDDP Referenced Attachment-TDDP Application-FY2022

Attachment 1
TDDP Equipment Ordered

July 1, 2021 to June 30, 2022

Traditional Wireline Device Name	Unit Price	Quantity Ordered	Value of Equipment Ordered
Clarity Alto, Amplified Telephone	\$98.95	6	\$ 593.70
Clarity AltoPlus, Amplified Telephone	\$104.95	5	\$ 524.75
Clarity HA-40, In-Line Handset Amplifier	\$20.95	0	\$ -
Clarity JV35, Talking Amplified Telephone	\$92.95	7	\$ 650.65
Clarity JV35W, Talking Amplified Telephone	\$92.95	2	\$ 185.90
Serene Innovations HD-40P, Amplified Photo Telephone	\$62.95	4	\$ 251.80
Clarity XLC2+, Amplified Cordless Telephone	\$93.95	13	\$ 1,221.35
**Clarity XLC8, Amplified/Cordless/Bluetooth/Ans.Machine	\$134.95	11	\$ 1,484.45
Panasonic KX-TGM430B, Amplified/Cordless/Bluetooth/Ans.Machine	\$94.95	5	\$ 474.75
Panasonic KX-TGM450S, Amplified/Cordless/Ans. Machine	\$97.95	20	\$ 1,959.00
CapTel 2400i, (Touch Screen) Captioned Telephone	\$90.25	6	\$ 541.50
CapTel 840 Plus, Captioned Telephone	\$90.25	4	\$ 361.00
CapTel 840i, Captioned Telephone	\$90.25	4	\$ 361.00
CapTel 880i, Captioned Telephone	\$90.25	3	\$ 270.75
*Ultratec Superprint 4425, TTY	\$330.00	0	\$ -
Ultratec Superprint 4425 with ASCII, TTY	\$380.00	0	\$ -
*Ultratec Uniphone 1140, VCO/HCO/TTY	\$195.00	2	\$ 390.00
*ActiVocal Vocally 3 Freedom	\$154.95	3	\$ 464.85
Reizen, Big Button Speakerphone	\$28.00	6	\$ 168.00
Clearsounds CR2000, Loud Ring Signaler	\$41.95	8	\$ 335.60
Sonic Alert TR75VR, Flashing Light Signaler	\$39.95	3	\$ 119.85
			\$ -
*Discontinued			\$ -
**Substitution due to manufacturer's backorder			\$ -
TOTALS		112	\$ 10,358.90

Attachment 1
TDDP Equipment Ordered

July 1, 2021 to June 30, 2022

Wireless Device Name	Unit Price	Quantity Ordered	Value of Equipment Ordered
Apple iPhone SE	\$ 629.00	22	\$ 13,838.00
*Apple iPhone XR	\$ 899.00	18	\$ 16,182.00
Apple iPhone 11	\$ 899.00	75	\$ 67,425.00
Samsung Galaxy S20FE 5G Smart Phone	\$ 889.00	29	\$ 25,781.00
Google Pixel 4a Smart Phone	\$ 599.00	0	\$ -
MiniVision2 Mobile Phone	\$ 389.00	21	\$ 8,169.00
Apple iPad 4G Tablet	\$ 749.00	23	\$ 17,227.00
Samsung Galaxy S7FE Tablet	\$ 959.00	7	\$ 6,713.00
Serene Innovations SA-40 HearAll Cellphone Amplifier	\$ 74.95	0	\$ -
Smart Signaler: Serene Innovations RF200 Alerting Device	\$ 51.95	17	\$ 883.15
Smart Signaler: Sonic Bomb Bluetooth Bed Shaker	\$ 35.95	6	\$ 215.70
**Memory Cell Phone	\$ 429.00	1	\$ 429.00
*XR not available due to supply chain issues, 11 substituted			
**Exceptional Equipment			
TOTALS		219	\$ 156,862.85



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

This statement is for the period from
June 1, 2022 to June 30, 2022

000003263 02 SP 000638240968198 S
INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1301 CECIL B MOORE AVENUE,
RITTER ANNEX RM 430RA
PHILADELPHIA, PA 19122

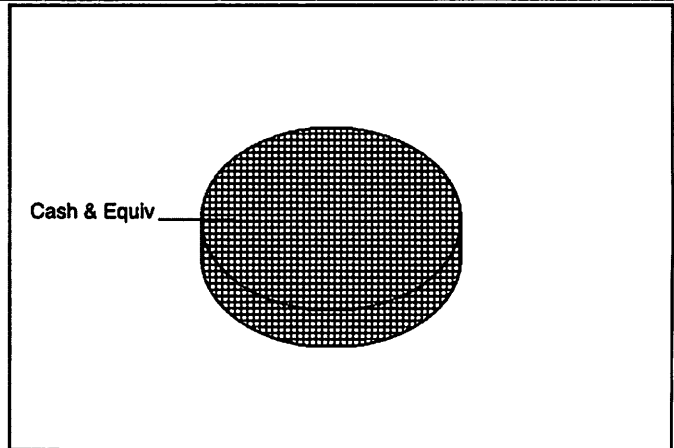
QUESTIONS?

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

MARK CONTE
EX-PA-WBSP
TWO LIBERTY PLACE
50 SOUTH 16TH STREET, SUITE 2000
PHILADELPHIA PA 19102
Phone 215-761-9432
E-mail mark.conte@usbank.com

ASSET SUMMARY AS OF 06/30/22

Assets	Current Period Market Value	% of Total	Est Annual Income
Cash & Equivalents	956,405.96	99.90	12,277.79
Accrued Income	764.08	.10	.00
Total Market Value	\$957,170.04	100.00	\$12,277.79



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					
956,405.960	First American Treasury Oblig Fd Cl Z #3678 31846V542	956,405.96 1.0000	956,405.96 0.00	1.28	12,277.79 764.08
Total Cash/Money Market		\$956,405.96	\$956,405.96 \$0.00		\$12,277.79 \$764.08
Total Cash & Equivalents		\$956,405.96	\$956,405.96 \$0.00		\$12,277.79 \$764.08



ACCOUNT NUMBER: 19
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2022 to June 30, 2022

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		\$956,405.96	\$956,405.96 \$.00		\$12,277.79 \$764.08
Accrued Income		\$764.08	\$764.08		
Grand Total		\$957,170.04	\$957,170.04		

ASSET DETAIL MESSAGES

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

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

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, 2022 to June 30, 2022

MARKET VALUE SUMMARY

	Current Period 06/01/22 to 06/30/22	Year-to-Date 01/01/22 to 06/30/22
Beginning Market Value	\$956,252.40	\$995,458.25
Taxable Interest	454.85	734.65
Paid To/For Beneficiaries	- 17,568.65	- 196,501.36
Fees and Expenses	- 180.08	- 1,123.94
Cash Receipts	17,902.29	157,846.67
Change in Accrued Income	309.23	755.77
Ending Market Value	\$957,170.04	\$957,170.04



ACCOUNT NUMBER: 1000022500
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2022 to June 30, 2022

CASH SUMMARY

	Cash
Beginning Cash 06/01/2022	\$0.00
Taxable Interest	454.85
Paid To/For Beneficiaries	- 17,568.65
Fees and Expenses	- 180.08
Cash Receipts	17,902.29
Net Money Market Activity	- 608.41
Ending Cash 06/30/2022	\$0.00





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

This statement is for the period from
June 1, 2022 to June 30, 2022

CASH TRANSACTION DETAIL

Date Posted	Description	Cash
-------------	-------------	------

Taxable Interest

First American Treasury Oblig
Fd Cl Z
#3678
31846V542

06/01/22	Interest From 5/1/22 To 5/31/22	454.85
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Total Taxable Interest		\$454.85
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Paid To/For Beneficiary

Payment Of Funds As Requested

06/17/22	Cash Disbursement Paid To Teltex Inc Inv 345960 346419 346902 346955 346956 347455 347457 347466 347467 347470 347592 347593	- 8,988.00
----------	---------------------------------------------------------------------------------------------------------------------------------------	------------

06/17/22	Cash Disbursement Paid To Teltex Inc Inv 346006 346422 346423 346424 346426 346427 346502 346511 346998 347193 347194 347195 347196 347513 347514 347515 347516 347517	- 1,899.15
----------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

06/17/22	Cash Disbursement Paid To Raz Mobility Inv 2621 2622 2623 2624 2655 2656 2657 2658 2659	- 6,501.00
----------	--------------------------------------------------------------------------------------------------	------------

06/22/22	Cash Disbursement Paid To Weitbrecht Communications Inc Inv# 642091, 642092	- 180.50
----------	-----------------------------------------------------------------------------------	----------

Total Payment Of Funds As Requested		- \$17,568.65
--------------------------------------------	--	----------------------

Total Paid To/For Beneficiary		- \$17,568.65
--------------------------------------	--	----------------------

Fees and Expenses

Trust Fees

06/27/22	Collected Charged For Period 05/01/2022 Thru 05/31/2022	- 180.08
----------	------------------------------------------------------------	----------

Total Fees and Expenses		- \$180.08
--------------------------------	--	-------------------

Cash Receipts



ACCOUNT NUMBER: 10000000000000000000
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2022 to June 30, 2022

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
Incoming Wires		
06/08/22	Cash Receipt ACH 5/22 Hickory Tele Co 6/8/22	18.14
06/13/22	Cash Receipt ACH 4/22 Pencor 6/13/22	35.23
06/13/22	Cash Receipt ACH 4/22 Verizon North 6/13/22	1,239.01
06/13/22	Cash Receipt ACH 4/22 Verizon Pa 6/13/22	13,494.88
06/13/22	Cash Receipt ACH 4/22 Tri County 6/13/22	12.94
06/15/22	Cash Receipt ACH 5/22 Frontier Comm Tele Co 6/15/22	861.06
06/15/22	Cash Receipt ACH 5/22 Frontier Comm Ctsi Co 6/15/22	255.32
06/15/22	Cash Receipt ACH 5/22 Citizens Telecom Of Ny 6/15/22	6.55
06/15/22	Cash Receipt ACH 5/22 Frontier Comm Of Canton 6/15/22	21.56
06/15/22	Cash Receipt ACH 5/22 Frontier Comm Breezewood 6/15/22	22.70
06/15/22	Cash Receipt ACH 5/22 Frontier Comm Oswayo 6/15/22	8.33
06/15/22	Cash Receipt ACH 5/22 Frontier Comm Lakewood 6/15/22	4.73
06/15/22	Cash Receipt ACH 5/22 Frontier Comm Pa 6/15/22	77.75
06/17/22	Cash Receipt ACH 5/22 AT&T 6/17/22	262.06
06/17/22	Cash Receipt ACH 5/22 Full Service Network 6/17/22	27.55
06/21/22	Cash Receipt ACH 5/22 Windstream D&e Comm 6/21/22	176.04
06/21/22	Cash Receipt ACH 5/22 Windstream Buffalo Valley 6/21/22	90.58
06/21/22	Cash Receipt ACH 5/22 Windstream Conestoga 6/21/22	160.39
06/21/22	Cash Receipt ACH 5/22 US Lec Of Pa 6/21/22	23.94
06/21/22	Cash Receipt ACH 5/22 Windstream Pa 6/21/22	925.74





ACCOUNT NUMBER: ~~1020020042~~
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2022 to June 30, 2022

CASH TRANSACTION DETAIL (continued)

Date Posted	Description	Cash
06/21/22	Cash Receipt ACH 5/22 Masscomm 6/21/22	0.22
06/21/22	Cash Receipt ACH 5/22 Windstream New Edge 6/21/22	0.82
06/21/22	Cash Receipt ACH 5/22 American Tele Co 6/21/22	0.02
06/21/22	Cash Receipt ACH 5/22 Choice One Comm Of Pa 6/21/22	54.82
06/21/22	Cash Receipt ACH 5/22 Ctc Comm 6/21/22	2.83
06/21/22	Cash Receipt ACH 5/22 Paetec Comm 6/21/22	19.99
06/21/22	Cash Receipt ACH 5/22 Windstream D&e Systems 6/21/22	23.12
06/21/22	Cash Receipt ACH 5/22 Cavalier Tele Mid Atlantic 6/21/22	8.44
06/21/22	Cash Receipt ACH 5/22 Broadview Networks 6/21/22	55.58
06/23/22	Cash Receipt ACH 4/22 Tri County 6/23/22	11.95
Total Incoming Wires		\$17,902.29
Total Cash Receipts		\$17,902.29



ACCOUNT NUMBER: ~~1520000042~~
PA RELAY SERVICE TOD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2022 to June 30, 2022

PURCHASE SUMMARY

Settlement Date	Description	Cash	Tax Cost
Cash and Equivalents			
	First American Treasury Oblig Fd Cl Z #3678 31846V542		
	Combined Purchases For The Period 6/ 1/22 - 6/30/22	- 18,067.53	18,067.53
	Total Cash and Equivalents	- \$18,067.53	\$18,067.53
	Total Purchases	- \$18,067.53	\$18,067.53





ACCOUNT NUMBER: 10000000000000000000
PA RELAY SERVICE TDD FUND
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2022 to June 30, 2022

SALE/MATURITY SUMMARY

Settlement Date	Description	Tax Cost	Proceeds	Estimated Gain/Loss
Cash and Equivalents				
	First American Treasury Oblig Fd CI Z #3678 31846V542			
	Combined Sales For The Period 6/ 1/22 - 6/30/22	- 17,459.12	17,459.12	
	Total Cash and Equivalents	- \$17,459.12	\$17,459.12	\$0.00
	Total Sales & Maturities	- \$17,459.12	\$17,459.12	\$0.00

SALE/MATURITY SUMMARY MESSAGES

For information only. Not intended for tax purposes

001-234-5678
[Redacted]

12/31/2023

Dear Mr. Smith,

We are pleased to inform you that your application for the position of [Redacted] has been reviewed and we have decided to offer you the position. We believe your qualifications and experience make you an excellent candidate for this role.

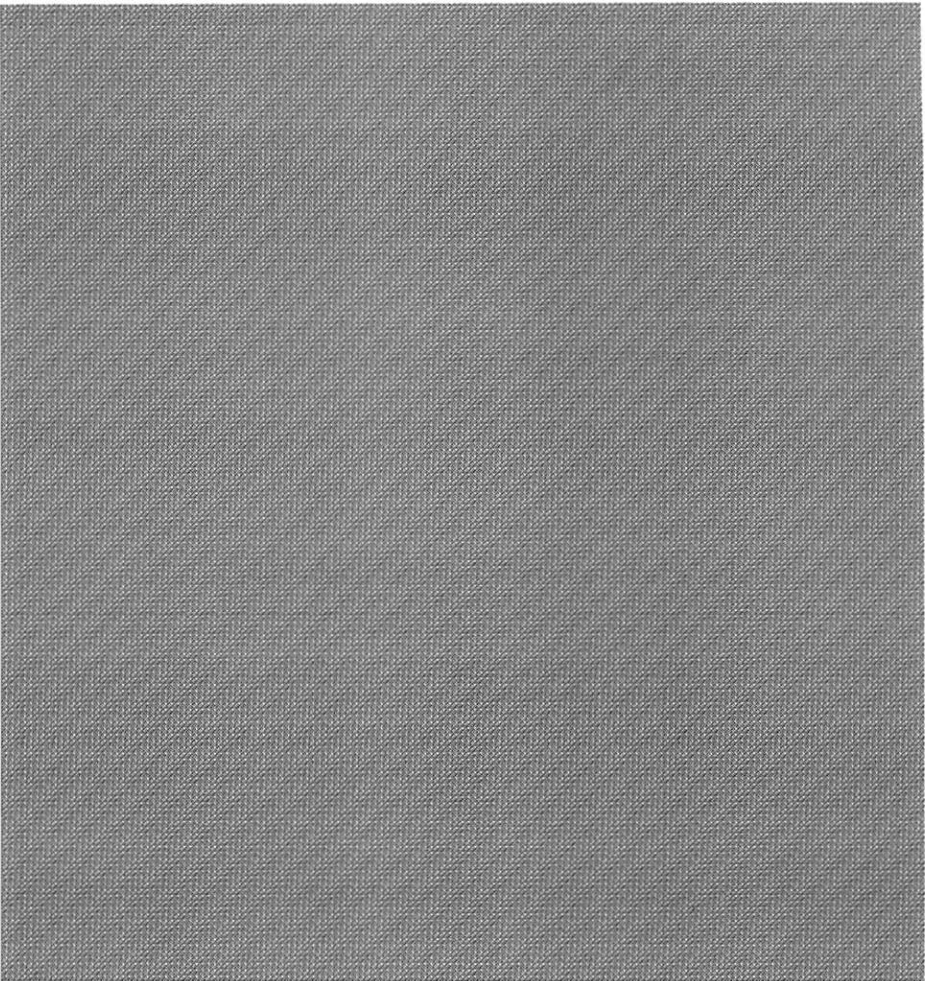
The position is located in [Redacted] and will report to [Redacted]. The starting date is [Redacted]. We are offering a competitive salary and benefits package. If you are interested in accepting this offer, please contact [Redacted] at [Redacted] or [Redacted].

We are excited to have you join our team and contribute to our success. We look forward to your response.

Sincerely,
[Redacted]

This offer is contingent upon the successful completion of a background check and the availability of the position. We appreciate your interest in our organization and thank you for your time.





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 their opinion 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 client 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, yield is calculated by taking the annual dividend payments divided by the stock's current share price. For bonds, yield is 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 legally 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, yield is calculated by the annual dividend payments divided by the stock's current share price. For bonds, yield is 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.



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

005733
-TG-187



000003263 02 SP 000638240968198 S
INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1301 CECIL B MOORE AVENUE,
RITTER ANNEX RM 430RA
PHILADELPHIA, PA 19122



<u>2021-2022 TDDP Equipment List</u>			
<u>WireLine Equipment</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 BT Phone w/ Ans. Mach.	Backorder	\$94.95	Teltex
Panasonic KX-TGM450S, Amplified Cordless Phone w/ Ans. Mach.	Backorder	\$97.95	Teltex
Clarity XLC8, Amplified Cordless BT Phone w. Ans. Machine	Substitute	\$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 4425 with ASCII, TTY	Upgrade	\$380.00	Teltex
Ultratec Superprint 4425, TTY	D/C	\$330.00	Teltex
Ultratec Uniphone 1140, VCO/HCO/TTY	D/C	\$195.00	Teltex
Clarity XLC8-GLT (VCO)	Replacement	\$375.00	Teltex
ActiVocal Vocally 3 Freedom, Voice Activated Dialer	D/C	\$154.95	Teltex
Reizen Big Button Speakerphone		\$28.00	Teltex
<u>WireLine Signalers</u>			
ClearSounds CR200, Loud Ring Signaler		\$41.95	Teltex
Sonic Alert TR75VR, Flashing Light Signaler		\$39.95	Teltex
Silent Call MyAlert TP-KIT, Vibrating Phone Signaler Kit for TTYs	D/C	\$55.00	Teltex
<u>Wireless Equipment</u>			
iPhone SE 64GB (4.7 inch)		\$629.00	Teltex
iPhone 11 64GB (6.1 inch)	Substitute	\$899.00	Teltex
iPhone XR 64GB (6.1 inch)	Upgrade	\$899.00	Teltex
Samsung Galaxy S20 FE (6.5 inch)	Upgrade	\$889.00	Raz
Google Pixel 4a (5.81 inch)	D/C	\$599.00	Raz
Google Pixel 6 (6.4 inch)	Upgrade	\$869.00	Raz
MiniVision2 Mobile Phone	Change	\$389.00	Raz
iPad 4G Tablet 32GB (10.2 inch)		\$749.00	Teltex
Samsung Galaxy Tab S7 64GB (12.4 inch)--GSM unlocked	Upgrade	\$959.00	Raz
Serene Innovations SA-40 HearAll Cell Phone Amplifier		\$74.95	Teltex
Memory Cell Phone (6.3 inch)--GSM unlocked (managed by a CG)	Exception	\$429.00	Raz
<u>Wireless Signalers</u>			
Smart Signaler: Serene Innovations RF200 Cell Phone Signaler		\$51.95	Teltex
Smart Signaler: Sonic Alert Sonic Bomb BT Bed Shaker	D/C	\$35.95	Teltex
Smart Signaler: Sonic Alert Sonic Bomb Wireless Vibration Alarm	Upgrade	\$49.95	Teltex

TDDP Consumer Education Outreach Events

Type of Consumer Outreach Event	ATRC	Date(s) Held	Event Name/Sponsor	Estimated Attendance	County of Event
Presentation	LVCIL	7/5/21	State Reps. Freeman & Emrick office	5	Northampton
Presentation	UCPNEPA	7/6/21	Hawley Senior Center	8	Wayne
Presentation	TRPIL	7/7/21	Facebook Live: Mobile Platforms served by TDDP	7	Washington
Presentation	UCPNEPA	7/15/21	Pike Interagency Council	20	Pike
Presentation	TRPIL	7/26/21	Facebook Live: TDDP Discussion for application process	8	Washington
Expo	UCPNEPA	8/5/21	State Rep. Picketts Senior Expo	600	Bradford
Expo	LVCIL	8/21/21	Cabela's Accessibility to the Outdoors	100	Berks
Presentation	UCPNEPA	9/2/21	Valley Community Library	5	Lackawanna
Presentation	LVCIL	9/10/21	Senior Residences Meeting (Allentown Center Square, West Turner, Neston Heights in Easton)	3	Lehigh
Expo	CLASS	9/10/21	S Greengate Commons Resident Health Fair	45	Westmoreland
Expo	CLASS	9/10/21	Odin's View Resident Health Fair	50	Westmoreland
Expo	CRI	9/17/21	State Reps. Sonney & Corry Senior Expo	33	Erie
Expo	CLASS	9/22/21	CLASS Employee Health Fair	55	Allegheny
Expo	LVCIL	9/23/21	Wilkes Barre LINK Networking Event	13	Luzerne
Presentation	LVCIL	9/23/21	State Rep. Pashinski's office	3	Luzerne
Expo	CILNCPA	9/23/21	State Reps. Hamm & Yaw Senior Expo	410	Lycoming
Presentation	TRPIL	9/23/21	ARC Self-Advocacy Meeting	10	Washington
Presentation	UCPNEPA	9/28/21	Traditional Home Health Care Company	6	Lackawanna
Presentation	CLASS	10/5/21	Senior Apartment Building-Beechtree Commons 1	3	Allegheny
Presentation	CLASS	10/5/21	Senior Apartment Building-Beechtree Commons 2	3	Allegheny
Presentation	UCPNE	10/12/21	NEPA Aging Network Alliance	18	Lackawanna
Expo	TECHOWL	10/17/21	HLAA-Walk4Hearing	325	Statewide
Presentation	TRPIL	10/19/21	UPMC-Health Education Advisory Committee Meeting	22	Southwest PA
Expo	UCPNE	10/21/21	Salvation Army-Ladore Senior Expo	200	Wayne
Expo	CILNC	10/22/21	Sojourner Truth Health and Resource Fair	150	Lycoming
Presentation	UCPNE	10/24/21	Parkinson's Support Group	20	Lackawanna
Presentation	LVCIL	10/26/21	Allentown Housing Authority-Gross Tower location	11	Lehigh
Presentation	UCPNE	11/10/21	Wyoming County Senior Center	17	Wyoming
Presentation	TRPIL	11/15/21	ARC Workgroup	14	Washington
Presentation	UCPNE	11/16/21	Susquehanna Interagency Aging Council	9	Susquehanna
Presentation	LVCIL	11/18/21	Episcopal House Apartment with Rep. Schlossberg	15	Lehigh
Presentation	UCPNE	11/18/21	Pike County Interagency Aging Council	22	Pike

Attachment A

July 1, 2021 to June 30, 2022

TDDP Consumer Education Outreach Events

Presentation	LVCIL	12/1/21	B'Nai Brith Senior Community with Rep. Schlossberg	21	Lehigh
Presentation	UCPNE	12/6/21	LINK: Wayne Information Network	8	Wayne
Presentation	LVCIL	12/9/21	Allentown Housing Authority-700 Building location	20	Lehigh
Presentation	LVCIL	12/15/21	Allentown Housing Authority-Central Park location	20	Lehigh
Presentation	UCPNE	12/15/21	Northeast Sight Services (Virtual)	14	Luzerne
Presentation	LVCIL	1/13/22	Allentown Housing Authority Residents	21	Lehigh
Presentation	UCPNE	1/19/22	Lackawanna Interagency Council	24	Lackawanna
Presentation	CLASS	1/25/22	Parker Senior Center Presentation	8	Armstrong
Presentation	UCPNE	2/1/22	Wyoming County Interagency Council	33	Wyoming
Presentation	UCPNE	2/17/22	ADRC/LINK Meeting	10	Pike
Presentation	CILNC	2/23/22	Roads to Freedom Monthly Meeting for Consumers	20	Lycoming
Presentation	UCPC	2/28/22	Millersburg Area Senior Center	6	Dauphin
Presentation	LVCIL	2/28/22	Lehigh County Senior Center Director's Staff Meeting	8	Lehigh
Presentation	UCPNE	3/2/22	Foster Grandparents Program Inservice Meeting	21	Bradford
Presentation	UCPNE	3/9/22	Jackson Street Senior Center	35	Lackawanna
Expo	CILNC	3/10/22	Penn College Transition Conference	250	Lycoming
Presentation	UCPC	3/16/22	Silver Springs Garden Apartments-Senior Housing	7	Cumberland
Presentation	UCPC	3/16/22	Silver Springs Garden Courtyard-Senior Housing	4	Cumberland
Presentation	UCPNE	3/16/22	Lackawanna Interagency Council	29	Lackawanna
Presentation	LVCIL	3/16/22	LVCIL Work Essentials Skills Training Program	7	Lehigh
Presentation	CILNC	3/17/22	Coordinated Services Task Force Meeting	85	Lycoming
Presentation	UCPNE	3/22/22	Lackawanna County Area Agency on Aging	21	Lackawanna
Expo	CRI	3/31/22	Active Aging Cetner at Lakeland Valley Health & Fitness	60	Crawford
Expo	UCPNEP	4/18/22	Susquehanna County Agriculture Day	500	Susquehanna
Expo	UCPCP	4/20/22	Huntingdon County Senior Expo	300	Huntingdon
Presentation	CILNCP	4/21/22	Lycoming County Task Force Meeting	25	Lycoming
Presentation	LVCIL	4/26/22	Catasauqua HS transition presentation	18	Lehigh
Presentation	LIFT	4/27/22	Heritage House Senior Center	50	Jefferson
Expo	LVCIL	5/7/22	Community Health Fair SEIU HC United for Quality Care	40	Luzerne
Presentation	CILNCP	5/13/22	Centre County Task Force Meeting for Domestic Abuse Survivors*	30	Centre
Expo	UCPNEP	5/18/22	Career Link Job Fair	100	Bradford
Presentation	UCPNEP	5/23/22	Victims Intervention Program*	20	Pike
Expo	CILNCP	5/24/22	Lycoming Chamber of Commerce Expo	50	Lycoming
Expo	UCPNEP	5/25/22	Complex Medical Needs Expo	50	Wayne
Presentation	CILNCP	6/8/22	Northumberland County Task Force Meeting	25	Northumberland



RETURN TO: TechOWL Free Special Phone Program 1
Ritter Annex 4, Room 430
1301 Cecil B. Moore Av.
Philadelphia, PA 19122
Tel: 800-204-7428 / TTY: 711
Fax: 215-204-6336 / Email: TDDP@temple.edu

APPLICATION FOR FREE SPECIAL PHONES

*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.

I do not want an equipment demonstration or loan.

Do you already own equipment similar to what you are requesting from TechOWL? Yes No

If yes, what? _____

If yes, please check one answer below:

My equipment:

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 (PLEASE PRINT)

Personal Information (to be completed by applicant)

Name (Last) _____ (First) _____ (MI) _____

Address (P.O Box not accepted) _____

City _____ Zip _____ County _____

Phone (_____) _____ Date of Birth _____ / _____ / _____

Email _____

Person assisting you with application, if any

Name _____ Relationship _____

Phone (_____) _____ Email _____

Name of parent or guardian (for applicants under 18 years old)

Name (Last) _____ (First) _____ (MI) _____

Phone (_____) _____ Email _____

APPLICANT ANNUAL INCOME AND FAMILY MEMBERS

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.

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 yes, what is the name of the mobile provider? _____

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

Have you ever used a wireless device? Yes No

PLEASE NOTE: YOU MUST GET AND MAINTAIN AN AGREEMENT WITH A MOBILE PHONE COMPANY IF YOU ARE APPLYING FOR A FREE WIRELESS DEVICE.

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

- | | | |
|---------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <input type="checkbox"/> Hearing aid | <input type="checkbox"/> Relay (IP, VRS, TTY, STS,
VCO, HCO, Captioned
telephone) | <input checked="" type="checkbox"/> Other (List)
_____ |
| <input type="checkbox"/> Cochlear Implant | | Not applicable |
| <input type="checkbox"/> Speech generating 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

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 wireless provider plan, I may not be able to access services from TechOWL in the future.

Applicant signature _____ Date _____

Parent/legal guardian/signature _____ Date _____
(if applicant is under 18)

***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.

Visit: TechOWLpa.org

Email: TDDP@temple.edu

Call: 800-204-7428



CERTIFICATION OF DISABILITY

Please print legibly or type. All information must be completed by a professional.

Applicant Name

(Last) _____ (First) _____ (MI) _____

Please check one.

I am a(n):

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

Please check the disability(ies) being certified:

- cognitive* deafblind low vision physical*
- deaf hard of hearing blind speech

*If you marked cognitive or physical disability, please explain why the applicant needs a specialized phone and/or wireless device. _____

Certifying Professional

Full Name _____ Title _____

Agency _____

PA Professional License Number, if applicable _____

Phone _____ Fax _____

Email _____

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

Signature of Certifier _____ Date _____

RETURN TO: TDDP@temple.edu OR FAX: 215-204-6336

**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.**

- Completed application with all questions answered and all blanks filled in.
- Completed Disability Certification (filled out by a certifying professional).
- 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 (current driver's license, non-driver ID, utility bill, dated Social Security correspondence, copies of W-2s, school report card, or other documentation pre-printed with the 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.
- For a free home phone: Proof of most recent telephone service bill (e.g. If you sign your application in May, include the April bill.)
- For free wireless devices only: I will be responsible for all services related to the equipment, including activation fees, 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.

Keep a copy of your entire completed application for your records.

WHAT HAPPENS NEXT?

- We process your application.
- We send you a letter saying your application is eligible, incomplete or denied.
- The letters come 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!

TechOWLpa.org

Tel: 800-204-7428

Email: TDDP@temple.edu

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 Office of Vocational Rehabilitation (OVR) and the PA Public Utility Commission (PUC).

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 12, 2022):

size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$27,180
2	\$36,620
3	\$46,060
4	\$55,500
5	\$64,940
6	\$74,380
7	\$83,820
8	\$93,260

■ AGE

- Six (6) years or older.

■ RESIDENCE

- Resident of Pennsylvania.

■ RESOURCES

- Must have an existing landline telephone service
- Must certify to get 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.

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:

phone: 800-204-7428

TTY: 711

fax: 215-204-6336

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 Office of Vocational Rehabilitation (OVR) and 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 PHONES



Clarity Alto



Clarity Alto Plus



Clarity JV35
 Clarity JV35W
(white buttons)



Serene
Innovations
HD-40P



Clarity HA40
In-line Handset
Amplifier

AMPLIFIED CORDLESS PHONES

Clarity XLC2+



Panasonic
KX-TGM430B
(bluetooth)



Panasonic
KX-TGM450S



CAPTIONED PHONES and TTYs

(*high speed internet needed)



CapTel 840 PLUS
(analog or DSL
service compatible)



CapTel 840i*



CapTel 880i*
(large display)



CapTel 2400i*
(touch screen display)



Ultratec Superprint
4425 TTY with ASCII



Ultratec Uniphone
1140 TTY/HCO/VCO

OTHER PHONE



Reizen
Big Button Speakerphone

Category B: Select only ONE signaler below.

SIGNALERS

ClearSounds
CR200
Loud Ring
Signaler



Sonic Alert
TR75VR
Flashing Light
Signaler



NONE
(No device from
Category B
needed.)

For details go to: <https://techowlpa.org/tddp>

**If none of the listed equipment will meet your needs, please contact

WEB: TechOWLpa.org / TEL: 800-204-7428 / TTY: 711 / EMAIL: TDDP@temple.edu

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 11 (6.1 Inch Screen)

- Samsung Galaxy S20 FE 5G Smart Phone

- Google Pixel 4a Smart Phone

- Mini Vision 2 Mobile Phone

TABLETS



- Apple iPad 4G Tablet



- Samsung Galaxy Tablet S7 FE

CELLPHONE AMPLIFIER



- Serene Innovations SA-40 HearAll Cellphone Amplifier

Category B: Select only ONE signaler below.

- Smart Signaler: Serene Innovations Ringer Flasher RF200 Alerting Device



- Smart Signaler: Sonic Bomb Bluetooth Bed Shaker



- NONE (No device from Category B needed.)

For details go to: <https://techowlpa.org/tddp>

**If none of the listed equipment will meet your needs, please contact

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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

- *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:

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National Federation of the Blind
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410-659-9314 extension 2231
September 15, 2022