

The Florida LINK

The Newsletter of
Florida Telecommunications Relay, Inc.
Equipment Distribution Program

Spring/Summer 2004

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

Do you know someone who can use an FTRI telephone?

If so, please give them this newsletter.

One of the most effective marketing strategies is word of mouth. Satisfied consumers tend to tell others about good experiences. Sharing the news about FTRI telephones is no different. All across the state, people are telling their families, friends, co-workers, fellow church members, and social organizations about our amazing telephones and services. As a result, FTRI is experiencing a significant increase in the number of people getting a telephone at **no charge**.

At No Charge

That's right, FTRI telephone equipment and services are provided to qualified Florida residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired, at **no charge**. The equipment and services are funded by a surcharge applied to each telephone subscriber who lives in Florida. These funds are used to provide equipment, training, and other related services, and Florida Relay.

Florida Telecommunications Relay, Inc.

FTRI, a private not-for-profit organization, has been distributing



specialized telephone equipment for the past 13 years in the state of Florida. Over 270,000 people now use FTRI telephone equipment and services every day. Although our headquarters are in Tallahassee, we contract with not-for-profit agencies throughout the state to assist you. See page 7 for a Regional Distribution Center (RDC) near you.

Visit one of the RDCs if you wish to receive equipment and be trained to use it, receive equipment maintenance, or exchange/return equipment. Or simply call FTRI


Customer Service at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY). We will gladly assist you. If you reside in or near the Tallahassee area, you may visit the FTRI office located at 1820 E. Park Avenue, Suite 101, Monday–Friday, from 8:30 a.m. to 5:00 p.m. You may also visit us on our Web site at www.ftri.org.

So, be a friend and share this information today with someone you know who might need an FTRI telephone.

About The Florida Link

The Florida Link is FTRI's newsletter—your source for news and information on your telephone equipment and resources. This newsletter is mailed to everyone who has FTRI equipment. Should you have a change of address or equipment needs, please call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)

 **Florida
Telecommunications
FTRI Relay, Inc.**

1820 E. Park Ave., Suite 101
Tallahassee, FL 32301

<http://www.ftri.org>

EQUIPMENT

At No Charge for Qualifying Residents

You may receive one piece of equipment from each category.

Category A Specialized Telephones

Volume Control Phone for the Hearing Impaired (VCPH) 40 dB

- Makes incoming speech clearer.
- Includes a volume control adjustment.
- Ring volume up to 95 dB.



Text Telephone (TTY), also known as a Telecommunications Device for the Deaf (TDD)

- Used to type a message to another TTY user or a person using a standard telephone through the relay service.
- Built-in ring flasher that lights up when the phone rings.



Voice Carry-Over/Hearing Carry-Over/Text Telephone (VCO/HCO/TTY)

- Used as a standard telephone, VCO, HCO, or TTY.
- Allows you to listen to the caller and type a reply on the telephone keypad.



Voice Carry-Over Telephone (VCO) 30 dB

- Allows a person to receive a text message through a relay service and verbally reply to the caller with his or her own voice.
- Ring volume up to 85 dB.



Volume Control Phone for the Speech Impaired (VCPS) 18 dB

- Provides more volume when speaking.
- Ring volume up to 75 dB.



In-Line Amplifier (ILA)

- Connects to a standard telephone.
- Increases the volume and makes incoming speech clearer.
- Provides more amplification.



Category B Ring Signaling Devices

Audible Ring Signaler (ARS) 95 dB

- Plugs into a jack away from the telephone.
- Or connects directly to the telephone.
- Rings when the telephone rings and allows you to adjust the tone and volume.



Visual Ring Signaler (VRS)

- Connects to a lamp.
- Makes lamp flash on and off when the telephone rings.
- Has a remote receiver that allows lamp to flash in other rooms.



After completing the application on the next page, you have a choice as to how you can receive your equipment. You may visit one of FTRI's Regional Distribution Centers (RDCs) listed on page 7 or you can have your equipment application processed through FTRI by mail (address on back cover). If you have any questions about any of the application procedures, please contact the FTRI office at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY).



APPLICATION for FTRI Equipment Distribution Program

For Office Use Only Date Received

Section 1—to be completed by applicant

PLEASE TYPE OR PRINT CLEARLY

Social Security Number Birthdate

Name of Applicant: E-mail

First Name Middle Last FL Address City State Zip Code County

Home Phone Work Phone Shipping Address Street City State Zip Code

I certify that I am a Florida resident, who has a hearing and/or speech impairment; the information given is true.

X Signature of Applicant Date Print Name

You may receive ONE piece of equipment from each category.

- Category A: Volume Control Telephone for Hearing Impaired, Voice Carry-Over/Hearing Carry-Over/Text Telephone, Voice Carry-Over Telephone, Text Telephone, Volume Control Telephone for Speech Impaired, In-Line Amplifier. Category B: Audible Ring Signaler, Visual Ring Signaler.

Section 2—to be completed by the certifier

NOTE TO CERTIFIER: You must sign this application before FTRI can process and approve it.

I certify this applicant as (check one) Deaf Hard of Hearing Deaf/Blind Speech Impaired

In accordance with Chapter 427.705, F.S., I am eligible to certify FTRI applications. I am a/an (check box)

- Deaf Service Center Director, Hearing Aid Specialist, Audiologist, Licensed Physician, Speech Pathologist, Appropriate State or Federal Agency Rep, State Certified Teacher for the Hearing Impaired, State Certified Teacher for the Visually Impaired.

Application must be certified within the state of Florida.

Certifier's Name State License Number

Agency Phone Number

Address Street City State FL Zip Code

Certifier's Signature Date

Certifier's E-mail

Telecommunication Connection

Toll-free Access Numbers



Dial 711 to use the Relay anywhere or continue using

- 1-800-955-8770 (Voice) • 1-800-955-8771 (TTY)
- 1-877-955-8260 (VCO) • 1-877-955-5334 (STS)
- 1-800-955-1339 (ASCII) • 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole) 8–2 a.m. daily

- Relay Customer Service 1-800-676-3777 (English)
- 1-800-676-4290 (Spanish)

FTRI Outreach Team Gains Momentum

The FTRI team has worked diligently throughout the state to promote both the Equipment Distribution Program and the Florida Relay.

Fran Burns Joins Outreach Team

Fran Burns literally hit the road running when she became the new Outreach Specialist in September 2003. Prior to becoming an Outreach Specialist, Fran worked 12 years with FTRI in various positions.

During the past months, she's traveled extensively throughout the state and worked with the following groups:

- Florida Association of the Deaf (FAD) Road Tours;
- FAD affiliate chapters on the Equipment Distribution Program and Florida Relay workshops;
- Deaf and Hard of Hearing Services of Pasco and Hernando Counties;
- Deaf and Hearing Connection for Tampa Bay at the Southern Deaf Showcase, Clearwater;
- Deaf Services Bureau of Miami and Sprint, recruiting local businesses to join the Business Partnership Program (BPP); and
- DeafNation Expo. In addition to FTRI exhibits, people at this Expo were introduced to Florida Relay, as well as other community services such as Precision Response Corporation, South



FTRI Outreach Specialists Jon Gray and Fran Burns

Florida Workforce, Humana Health Care, and Telemundo Network.

Other topics Fran has presented include

- TTY and Visual Ring Signaler Workshop
 - How to use all TTY features and the visual ringer
 - How to file a complaint about the equipment
- Florida Relay Workshop
 - How to make a proper relay call
 - How to prevent hang-ups
 - How to file a relay complaint
 - How to fill out a customer database profile
- BPP Workshop
 - How to educate businesses on relay
 - How to educate businesses on equipment

If you wish to have Fran perform a workshop on TTY features and Visual Ringers, Florida Relay, or BPP, please contact her at (850) 656-1655 (TTY) or e-mail her at fburns@ftri.org.

Jon Gray Becomes an Outreach Specialist

Jon Gray has been with FTRI since January 2003. He has traveled extensively throughout the state talking with different groups about the FTRI equipment program as well as the Florida Relay. Additionally, he has met with numerous businesses to recruit them into the Florida Relay BPP.

During the past months, Jon has focused primarily with cultivating relationships by networking with organizations, associations, and state agencies located in Tallahassee. It is through these networking partners that FTRI envisions reaching out to more Floridians about our program and services.

Please see the list on page 5 and the back cover of our new Florida Relay Business Partners.

OUTREACH Partners in Action . . .

Statewide BPP Partners*

- HEARX USA
- Compass Healthcare Services (10 branches)
- Worksource (8 branches)

Regional BPP Partners*

- Legal Services of North Florida (4 branches)
- South Florida Workforce (7 branches)

*Check your local area for the branch nearest you.

Apopka

- Stampede

Arcadia

- Arcadia Hearing Center

Aventura

- Equitable Mortgage Assoc., Inc.

Boca Raton

- A & M Hearing Services, Inc.
- Design Sweet Design
- Home Greeting
- Home Helpers
- Raymond James & Assoc.
- Spanish River High School
- Vanessa Brooks, Inc.

Boynton Beach

- Essential Health Systems, LLC
- Homewood Residence at Boynton Beach
- Mature Resources
- Odds and Errands
- Palm Beach Auto Exchange, Inc.
- www.MatureResources.net

Bradenton

- Devon Self-Storage

Brandon

- Hillsboro Memorial Funeral Home
- Integrity Mortgage Loans
- Signature Cleaners

Bronson

- University of Florida, IFAS, Levy County Extension

Brooksville

- The Enrichment Centers, Inc.

Cantonment

- Thornton Process Service

Casselberry

- Capriotti's Sandwich Shop

Charlotte Harbor

- Visually Impaired Persons of Charlotte County
- Chiefland
- Suwannee River Economic Council, Inc.
- WLOH Radio 940 AM

Clearwater

- Kelly Home Care Services, Inc.
- Pinellas County Tax Collector
- St. Petersburg College—Office of Service for Students with Disabilities

Clermont

- South Lake Hospital

Cocoa

- American Precision Metalworks, Inc.
- Asbury Arms Apartments, Inc.

Cocoa Beach

- Armstrong Chiropractic
- Joline's Travel Bureau, Inc.

Coconut Creek

- Homewood Residence at Boynton Beach

Coconut Grove

- Coconut Grove Chamber of Commerce
- Universal Protection Assurance Agency

Cooper City

- City of Cooper City
- Florida Speech & Language Center
- Larry's Private Car & Limo
- Schott Communities for Deaf & Disabled

Coral Gables

- The Alfano Center
- Met Life

Coral Springs

- 3 D Learner Foundation
- Advanced Safety Products, Inc.
- Cruise One

Crawfordville

- Eden Springs Nursing & Rehab Center
- Wakulla County Senior Citizen's Council, Inc.

Davie

- Dr. Sheri Feldman & Associates
- Enviro-Tech Pest Control
- Michael W. Sussman
- Nova Southeastern University Hearing & Balance Clinic
- Pre-Paid Legal Services, Inc.
- Visiting Homemaker Service

Daytona Beach

- Center for the Visually Impaired, Inc.

Deerfield Beach

- Comfort Zone Medical Equipment
- Home Aide for You
- Horizon Club
- Northeast Focal Point Senior Center
- Plaza of Deer Creek

Dunedin

- Purr-Fection Gourmet Gift Baskets
- South Florida Business Journal

Delray Beach

- Canada's Best Priced Discount Drugs, Inc.
- Easy Living Lifeline Program
- Greater Delray Beach Chamber of Commerce
- Kenny Associates
- South Florida Medical Supply

Doral

- Miami Dade Fire Rescue

Dunedin

- Food With Care, Inc.

Englewood

- Sarasota County Library System

Eustis

- Russell J. Reinhart Lawn & Tree Service

Floral City

- Ralph's Automotive

Ft. Lauderdale

- Bella A. Pachelo, MD
- Broward County Aviation Department
- Broward County Children's Services
- Broward County Elderly & Veterans Services
- Child Find
- Division of Blind Services
- Florida Hypnosis Institute
- Florida Real-Time Reporting & Captioning
- Fort Lauderdale Marina Marriott
- Goodwill Industries of Broward County
- Greater Ft. Lauderdale Chamber of Commerce
- Greater Ft. Lauderdale Lodging & Hospitality Association

Healthy Mothers—Healthy Babies Coalition

- Holiday Inn Express Convention Center
- Holy Cross Hospital
- Janney Montgomery Scott
- Jungle Queen Riverboat Cruises
- Keny Home Care

Law Office of Chris Narducci

- Medivan Project

Missionary Resource Network

- Ocuware Systems, Inc.

Oscar I. Garcia, A.I.A. Architect

- RX for Healthy Living

SCORE Chapter 17

- Sexual Assault Treatment Center

Sheraton Yankee Clipper

- Sheraton Yankee Trader

St. Marks Episcopal Church

- Waterfront Inns Resorts

Zoo Two

- Zoo Two 4 Shoes

Ft. Pierce

- Aycock Funeral Homes

Ft. Walton Beach

- Beltone

Gainesville

- Tower Hill Insurance Group
- VA Medical Center

Groveland

- Mid Florida Community Services

Hallandale

- Hallandale Beach/Pembroke Park Chamber of Commerce
- Home Care Depot
- L & M Directory

Hialeah

- Flamingo Center/EOFHC
- Humana Health Care
- Telemundo Network

Hobe Sound

- Friends of the Family, Inc.

Hollywood

- Broward Schools—Quest Center
- Covenant Keepers Development
- Florida Initiative for Suicide Prevention
- Fred Hunter's Funeral Home
- Hollywood Active Day
- Mortgage Bankers
- Next Level Lawn Service
- Northpark—A Classic Residence by Hyatt
- Post Haste Pharmacy
- Seminole Tribe of Florida
- Southeast Focal Point
- SSI—Singular Sensation, Inc.
- Travel 4 U 2 C
- US/Canadian Discount Drugs, Inc.

Hudson

- Bell and Hay, PA
- Cuttler Audiology, Inc.
- Ike's Repair, Inc.
- Triple 7 Enterprise

Indian Harbor Beach

- Miss B's Beauty Parlor

Indiantown

- Deaf Communication Specialists, Inc.

Inverness

- Aaron's Sales & Lease
- Inverness Police Department
- Professional Hearing Centers

Jacksonville

- OSET Vision Technology Center

Juno Beach

- Florida Power & Light Group

Key Biscayne

- Key Biscayne Travel Service, Inc.
- Village of Key Biscayne

Key Largo

- Keys Advocacy Center

Kissimmee

- Association Management Specialists, LLC
- The Home Team @ Watson Realty Corp.

Renaissance Worldgate

Lake Worth

- Avalon
- Eyecare Professionals Optometrists & Optical Boutique
- The Jackson Realty Group
- Sherr Investment Services, Inc.
- Southern Home Care

Lakeland

- Allen & Company of Florida
- Beltone Hearing Aid Center
- Lakeland Volunteers in Medicine
- Thomas Delivery & Installation

Lantana

- Precious Angel Cleaning

Largo

- Anderson McQueen Funeral Homes—Crematory/Cemetery
- First Link Medical
- Southern Financial Corp.

Lauderdale Lakes

- Susan B. Anthony Recovery Program

Lauderhill

- 9 Muses Art Center
- B & D Towing
- First Choice Management & Consulting
- Lauderhill Senior Center
- Mental Health Association of Broward County
- Silver Impact Center

Lecanto

- FDS Disposal, Inc.

Leesburg

- Art Alley
- CITE
- Dean's Pest Control, Inc.

Menacho Realty, Inc.

- Paradise Orchids, Inc.
- Pringle Development
- Xtreme Fitness Centers

Lighthouse Point

- First Choice Professional Carpet Care

Longwood

- Watson Realty Corp.

Loxahatchee

- KOA Campgrounds @ Lion Country Safari
- Lion Country Safari, Inc.—FL

Margate

- Coral Plaza Retirement Residence
- Northwest Focal Point Senior Center
- SHHH

Melbourne

- All Brevard Chiropractic Center
- Ascension Manor
- Atlantic Shores Nursing & Rehab Center
- Brevard Rolling Screens, Inc.
- Browning's Pharmacy & Health Care
- Goodwill Job Center
- Health Matters Therapeutic Massage
- National Weather Service—South Regional Headquarters
- PG's Cleaners
- Pixel Perfection
- The Salvation Army of South Brevard
- Senior Care Management Services
- Space Coast Massage Therapy
- State Farm Insurance Agency—Melbourne Field Office
- Vic Osman Lincoln Mercury, Inc.

Merritt Island

- Best of the Best Professional Cleaning Service
- Bridgestone/Firestone Tires & Service
- NHC Homecare
- Sanity Savers
- Sound Hearing Centers
- Space Coast Association of Realtors

Miami

- AARP/Senior Community Service Employment
- Alliance for Aging
- American Prime Finance Services
- America's Senior Financial Services
- C.O.P.E. Center North
- Catholic Charities Services for the Elderly
- Chamber South
- Charlemax Realtors
- Charles R. Drew Elementary
- Clean Deal Services
- Disabled Drummers Association
- Golden Care Foundation
- Island Queen Sightseeing
- James E. Scott/EOFHC
- Jefferson Reaves House Women's Residential
- Jessie Trice Center for Community Living/EOFHC
- Legal Services of Greater Miami, Inc.
- Lillie C. Evans Elementary
- Masada Home Care
- Miami-Dade Chamber of Commerce
- Miami Dade County Home Care Program
- Miami Dade Retired & Senior Volunteer Program
- Miami Sundown Rotary
- Norland Triplex Schools
- North Shore Women's Center/EOFHC
- Planning Logics
- Poinciana Park Elementary
- Project Good Help
- Radio Reading Service
- Seymour Gelber, ADC
- TCM Computer Training and Support
- University of Miami Ear Institute
- Wendy March—Insurance
- South Miami Hospital—Rehabilitation Services

Miami Beach

- Miami Beach Chamber of Commerce
- South Beach Animal Hospital
- Vulcan Logic Information Technology Solutions

Miami Lakes

- Bon Appetit Services
- Realty Executive

Miami Springs

- Silent Communications, Inc.

Miramar

- On Demand Dryer Vent Cleaning
- Sunset Lakes Senior Center

Mt. Dora

- Advanced Hearing Centers of Florida

Naples

- Collier County Public Library

Navarre

- Lifestyle Solutions for the Deaf and Hard of Hearing

(continued on back cover)

Equipment Distribution Program NEWS



**New—
TeliTalk
Telephone**

TeliTalk is designed for people with a laryngectomy—just another way FTRI is making certain Florida residents truly have communication freedom.

The TeliTalk Speech Aid Telephone

FTRI is now distributing a new telephone designed for people with a laryngectomy. This special telephone allows a person to talk on the telephone using three different ways: the handset, the speaker phone, or the headset. The most popular way is to use the headset, which allows the person to talk on the phone hands-free. Normally, a person with a laryngectomy utilizes a speech aid and is required to use both hands while talking on the phone. With the headset, a person can now hold the speech aid in one hand and use his or her free hand to write.

For more information about this telephone, please call FTRI at (800) 222-3448 or visit the Web site at www.ftri.org and click on Equipment.

Don't Forget Our Regional Distribution Centers

As a reminder, FTRI has 17 Regional Distribution Centers (RDCs) located throughout the state to serve your needs. RDCs supply equipment and training at **no charge** to FTRI clients. See the next page for the location of an RDC in your area.

If you are unable to travel to an RDC and are in need of replacement or additional equipment, please contact FTRI at (800) 222-3448 (Voice) or (888) 447-5620 (TTY). We will arrange to have UPS retrieve the broken equipment at **no charge** to you. Replacement or additional equipment will also be shipped via UPS to your home at **no charge**.

For Your Information

Troubleshooting

If you are experiencing problems with your FTRI telephone equipment, first disconnect the equipment from all power sources and remove all batteries. Then, plug in the electrical (AC) adapter and reinstall the backup batteries. If the telephone continues to malfunction, contact your local RDC, FTRI, or the equipment manufacturer for additional assistance.

Ameriphone-Walker (Clarity)
(800) 874-3005 (Voice)
(800) 772-2889 (TTY)

Sonic Alert
(800) 566-3210 (Voice/TTY)

Ultratec
(800) 482-2424 (Voice/TTY)

FTRI Telephone and Other Equipment Boxes and Manuals

FTRI requests that you retain all telephone boxes and instruction manuals. Retaining this material will benefit you in the future if the equipment breaks and you need to return it, or if you need to refer back to the manual for additional information.

Florida Public Service Commission (FPSC)

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

TO CALL THE FPSC, dial 1-800-342-3552 (Voice) menu only. TTY users must call through Florida Relay using the same number. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

IF WRITING, mail to FPSC
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
Fax: 1-800-511-0809
FPSC home page:
<http://www.psc.state.fl.us>

From the Office

Message from the Executive Director



During fiscal year 2002/2003, FTRI served over 26,000 new clients, the total number of services exceeded 55,000, and we distributed more

than 60,000 units of new equipment. We've also begun distribution of the new TeliTalk telephone with more than 100 individuals receiving this specialized equipment. We project that an additional 600 TeliTalk units will be distributed during the next fiscal year.

Since the inception of the FTRI program, over 270,000 Floridians have received some type of FTRI specialized telephone. Maintenance remains a vital part of the overall services provided by FTRI.

Outreach continues to play a major role in creating awareness throughout the state. A professional consumer survey was conducted during the month of April with significant increases in awareness over the initial survey. In one specific subcategory, a 31% increase in awareness was realized.

Florida businesses continue to sign up as partners of the Florida Relay Business Partnership Program (BPP) outreach campaign with over 1,500 businesses signed up. A primary goal for the FTRI outreach team during the next fiscal year will be to continue implementation of the BPP and recruit more businesses to become relay friendly.

I personally thank you for sharing our program services with others.

James Forstall

Board of Directors

Ann Shelfer
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Stan Greer
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Cecil Bradley
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Becki Edmonston
Harriet Eudy
Tom McCabe
Nancy Schnitzer
Directors

Doc Horton
Legal Counsel

James Forstall
Executive Director

Jacksonville Office Open Again

In May, the FTRI distribution center in Jacksonville reopened for services. To find out more, please contact Independent Living Resource Center of Northeast Florida at (904) 399-8484 (Voice) or (904) 398-6322 (TTY). The office is located at 2709 Art Museum Drive.

Leesburg's Deaf Service Center of Lake and Sumter Counties, Inc., Is Now a Regional Distribution Center

And open to serve you! Residents in Lake and Sumter Counties now have a place to go to receive FTRI equipment and services. The Deaf Service Center is located at 420 West Main Street. Telephone numbers are (352) 323-0757 (Voice) or (352) 323-9106 (TTY).

The staff is ready to provide you with equipment distribution, maintenance, training, and outreach presentations, as well as instruction on how to use Florida Relay at **no charge**.

Regional Distribution Centers (RDC)

- Bradenton* (941) 758-2539 (Voice/TTY)
- Cocoa Beach (321) 784-2010 (Voice)
(321) 784-8777 (TTY)
- Crystal River* (800) 801-0416 (Voice)
(352) 795-7243 (TTY)
- Daytona Beach* (386) 257-1700 (Voice)
(386) 257-3600 (TTY)
- Ft. Myers* (239) 461-0334 (Voice)
(239) 461-0438 (TTY)
- Jacksonville (904) 399-8484 (Voice)
(904) 398-6322 (TTY)
- Lakeland* (863) 686-3189 (Voice/TTY)
- Leesburg (352) 323-0757 (Voice)
(352) 323-9106 (TTY)
- Miami* (305) 560-2866 (Voice/TTY)
- Oakland Park* (954) 731-7200 (Voice)
(954) 731-7208 (TTY)
- Pensacola* (850) 433-7128 (Voice/TTY)
- Port Charlotte* (888) 878-8477 (Voice)
(941) 743-9286 (TTY)
- Port Richey* (727) 816-1314 (Voice)
(727) 816-1868 (TTY)
- Port St. Lucie* (772) 335-5546 (Voice)
(772) 335-9966 (TTY)
- Tampa* (727) 399-9983 (Voice)
(727) 399-9422 (TTY)
- Tallahassee (800) 222-3448 (Voice)
(888) 447-5620 (TTY)
- West Palm Beach* (561) 802-3353 (Voice/TTY)
- Winter Park (407) 623-1070 (Voice)
(407) 623-1185 (TTY)

If you have questions or need equipment, you can contact the RDC nearest you. If you live in an area not serviced by an RDC, call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

*Check for satellite offices.

FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)



**Florida
Telecommunications
FTRI Relay, Inc.**

1820 E. Park Ave.
Suite 101
Tallahassee, FL 32301
1-800-222-3448 (Voice)
1-888-447-5620 (TTY)
Fax: (850) 656-6099

**NON-PROFIT ORG
U.S. POSTAGE
PAID
Tallahassee, FL
MODERN MAILERS**



Business Partners (continued from p. 5)

- New Port Richey
 - Hands of Praise Nail Salon
 - Mid-West Mortgage & Capital
 - Pasco Kids First, Inc.
- North Ft. Myers
 - North Fort Myers Public Library
 - Senior Living Guide
- North Lauderdale
 - Family Central
- North Miami
 - Breedlove's Culinary Artistry
 - In-Focus Optical
 - Jewish Community Services
- North Miami Beach
 - A. Bel Audiology Associates
 - Greater North Miami Beach Chamber of Commerce
- Oakland Park
 - City of Oakland Park
 - Florida Wellness Group, Inc.
 - Telcom Solutions Group, Inc.
- Ocala
 - Devon Self-Storage
 - Joy Semelka, MS, RD, LDN, CDE
 - Quiet Oaks
 - Rhodes Auto Body
 - Trinity Villas, Inc.
- Odessa
 - Wealth Intelligence
- Orlando
 - 2-1-1 Community Resources
 - AC Purification Systems, Inc.
 - Another Lasting Image
 - Barbara Ann Hunt's Cleaning Service
 - Camden Properties
 - The Center for Drug-Free Living, Inc.
 - Lehigh Safety Shoes
 - Skip's Western Outfitters
- Palm Bay
 - Frank P. Filiberto
 - Holiday Park
- Palm Harbor
 - Palm Harbor Senior Activity Center
 - Waddell and Reed
- Panama City
 - Bay County Health Department
 - Catholic Charities of Panama City
 - Complete Air Conditioning & Refrigeration, Inc.
 - Epilepsy Association
- Pembroke Pines
 - A. Bel Audiology Associates
 - Audiology Hearing Aid Center
 - Discovery Toys
 - Gorilla Grafix
 - SWFP Senior Center
- Pensacola
 - Marcus Pointe Baptist Church
 - Merritt Glass Company, Inc.
 - TLC Caregivers
- Plantation
 - Covenant Village
 - Easter Seals
 - Franklin's Printing
 - IMACS—Institute for Mathematics & Computer Science
 - Learning Your Way, Inc.
 - Legal Aid Service of Broward
 - Park Row Printing
 - Plantation Police
 - Representative Roger B. Wishner
 - Smith Tax Services
- Pompano Beach
 - Amazon Herb Company
 - Classic Residence by Hyatt
 - Diana Food Group
 - Eddie Accardi Motors
 - Greater Pompano Beach Chamber of Commerce
- Port Charlotte
 - Charlotte Hearing Center, Inc.
 - Home Health Services of Charlotte
- Port St. Lucie
 - Best Price Cruises
 - Drs. Berghash & Lanta, P.L.
- Punta Gorda
 - Charlotte Memorial Gardens Funeral Home
 - Rosie and Company Hair Care
- Riviera Beach
 - Tropi-Kist
- Safety Harbor
 - Kevin Loucks
- Sebastian
 - Bay Street Optical
- Sebring
 - Highlands County Animal Control
 - Highlands County Commissioners—HR Department
 - Nu-Hope of Highlands County
 - Rx Med Saver
- Seffner
 - Square 1 Marketing, LLC
- South Miami
 - Chamber South
- Spring Hill
 - Herbalife Independent Distributor
 - Revolutionary Creations, Inc.
 - Warman Financial Services, Inc.
- St. Cloud
 - Primary Diabetic Supply, Inc.
- St. Petersburg
 - A Life Tribute Funeral Care
 - Anderson McQueen Funeral Homes—Crematory/Cemetery (4 locations)
 - Cremation Tribute Center
 - Southern Financial Corp.
 - Spike's Auto Glass
- St. Petersburg Police Department—Resource Center
 - Realty Marts International, Inc.
 - William Hensel Corporation
- Starke
 - Jebco Marketing
- Stuart
 - Martin County General Services
 - Morgan Stanley, Inc.
- Summerfield
 - Colonial Bank—Summerfield Branch
- Sunrise
 - Alliance for Families with Deaf Children
 - ARC Broward
 - Autism Society of Broward County
 - The Colony Club
 - The Fish Peddler
 - On Line Ocean Treasures
 - Reaching Another Dimension, Financial Services
 - Signs by Tomorrow
 - Sunrise Chamber of Commerce
 - T-Mobile
- Tallahassee
 - 1 Hour Signs
 - AARP
 - Allied Home Mortgage Capital Corp.
 - American Red Cross
 - Desloge Home Oxygen & Medical Equipment
 - Edenbrook Senior Living
 - Florida Commission on Human Relations
 - Folsom's Hearing Aid Center
 - Forms Management, Inc.
 - Newspaper Clips.com
 - North Florida Rotary Youth Camp, Inc.
 - Pro-Steel Buildings, Inc.
 - Tallahassee-Leon Federal Credit Union
 - Tallahassee Vet Center
 - Treasure House of Fine Art
 - Unisys Corporation
- Tamarac
 - City of Tamarac, Fla.
 - Hearing Aid Man, Inc.
 - Ken & Philip Company
 - Magnifying America
 - National Association of Retired Federal Employees
 - Nutrition Direct
 - Sunset Mortgage Company
 - Tamarac Chamber of Commerce
- Tampa
 - Alfred Frederick, MBA, CFS, CLTC
 - Bond Engineering, Inc.
 - Camden Properties
 - CTA River Apartments
 - Deaf Service Bureau
 - Gulf Wind Heating & Air
 - Just Right Massage Therapy
 - Kings Arms
 - Kings Manor
- Landmark Insurance Agency of Town 'N Country, Inc.
 - Malbrig & Associates, Inc.
 - Matthew C. Gray—Mass Mutual
 - Sears—Miracle Ear
 - Speech Easy—A True Fluency Device
 - Tampa Golf
 - Thor Vandenberg Group
 - West Central Florida Area Agency on Aging, Inc.
 - Tarpon Springs
- Titusville
 - Armstrong Chiropractic
 - Brian P. Baker, DMD, PA
 - Eads Insurance & Investment Services, Inc.
- Trenton
 - Trenton Apartments
- Valrico
 - Lionheart Technical Services
- Wellington
 - Respectful Care Management, Inc.
- Wesley Chapel
 - Wesley Chapel Chiropractic
- West Melbourne
 - Dan Odom Insurance Agency—State Farm
- West Palm Beach
 - Agency for Health Care Administration—Medicaid Division
 - Atlantic Communications, Inc.
 - Chamber of Commerce of the Palm Beaches
 - The Classic at West Palm Beach
 - Connections Unlimited, Inc.
 - Devon Self-Storage
 - Family Retirement Inn
 - Forum Bar and Grille
 - Gulfstream Goodwill Industries
 - Hispanic Human Resources
 - International Title Co.
 - Karma Studio
 - Palm Beach County Convention & Visitors Bureau
 - Palm Beach County Convention Bureau
 - Palm Beach Kennel Club
 - The Place
 - Sickle Cell Foundation of Palm Beach, Inc.
 - Tender Loving Care
 - YMCA of the Palm Beaches
- Weston
 - U M Card
- Winter Garden
 - C & S Data Services
- Winter Haven
 - Beltone Hearing Aid Center
 - Caribbean Exchange
- Winter Park
 - Colonial Drugs of Winter Park
 - West Orange Speech Pathologists, Inc.