FILED
FEB 08 2024
EXECUTIVE SECRETARY
G.P.S.C.

COMMISSIONERS:
JASON SHAW, Chairman
TIM G. ECHOLS, Vice-Chairman
FITZ JOHNSON
LAUREN "BUBBA" McDONALD
TRICIA PRIDEMORE

REECE McALISTER
EXECUTIVE DIRECTOR

SALLIE TANNER
EXECUTIVE SECRETARY

Georgia Public Service Commission

(404) 656-4501
(800) 282-5813

244 WASHINGTON STREET, SW
ATLANTA, GEORGIA 30334-5701

FAX: (404) 656-2341
psc.ga.gov

DOCKET# 44669
DOCUMENT# 217387

Docket No. 44669

In Re: Telecommunications Relay Service Generic Docket

ORDER SELECTING HAMILTON RELAY, INC. TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE IN THE STATE OF GEORGIA

I. Background

On December 19, 2023, the Georgia Public Service Commission issued a Request for Proposals ("RFP") for a single statewide provider of telecommunications relay service ("TRS"). Hamilton Relay, Inc. ("Hamilton Relay"), the current provider of TRS in Georgia, was the only offeror to submit a bid.

II. Staff Recommendation

Staff recommended selection of Hamilton Relay as the TRS provider. Hamilton Relay provided a complete bid and, as the current provider of TRS in Georgia, is well-equipped to continue to provide hearing and speech impaired persons telephone access equivalent to that enjoyed by hearing/voice customers. Additionally, Hamilton Relay will market its services and provide outreach programs to reach citizens of this state who qualify for the program.

Consistent with the RFP, Staff recommended that the contract have an initial term of three years, beginning April 1, 2024 and terminating March 31, 2027. The contract should also include an option to extend the initial term for an additional two years, beginning April 1, 2027 and terminating March 31, 2029.

Hamilton Relay's pricing options are set forth in its bid in Attachment E – Price Quotation. Attachment E was filed confidentially pursuant to Commission Rule 515-12-3-1-.11 Trade Secrets. Staff recommended selection of pricing Option D for the TRS rate per minute. All options include a $250,000 annual budget for outreach and marketing, which is a separate monthly recurring charge of $20,850. Staff further recommended that the Commission direct Staff to annually review minutes of use for TRS and CapTel to

determine whether adjustments should be made to the $250,000 marketing and outreach budget.

Finally, Staff recommended that the Commission approve CapTel as an optional service. CapTel has a separate per minute rate which is found under "Optional Services" in Attachment E.

III. Commission Decision

The Commission adopts Staff's recommendation for the reasons stated therein.

WHEREFORE IT IS ORDERED, that the Commission hereby selects Hamilton Relay as the statewide provider of TRS.

ORDERED FURTHER, that the Commission selects Option D for the TRS per minute rate with a separate monthly recurring charge for outreach and marketing.

ORDERED FURTHER, that Staff shall annually review minutes of use for TRS and Captel to determine whether adjustments should be made to the $250,000 marketing and outreach budget.

ORDERED FURTHER, that the Commission approves Captel as an optional service.

ORDERED FURTHER, that all findings, conclusions and decisions contained within the preceding sections of this Order are adopted as findings of fact, conclusions of law, and decisions of regulatory policy of this Commission.

ORDERED FURTHER, that any motion for reconsideration, rehearing or oral argument shall not stay the effectiveness of this Order unless expressly so ordered by the Commission.

ORDERED FURTHER, that jurisdiction over this proceeding is expressly retained for the purpose of entering such further order or orders as this Commission may deem just and proper.

The above by action of the Commission in Administrative Session on the 6th day of February, 2024.

Sallie Tanner
Executive Secretary

2-8-24
Date

Jason Shaw
Chairman

2-8-24
Date