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January 24, 2018

Via Hand Delivery & ECFS

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St, S.W.
Washington D.C. 20554

Re: Sprint Communications Company L.P.
CG Docket Nos. 03-123, 10-51
Amended Application for Certification to
Provide Internet-based TRS

Dear Ms. Dortch:

Sprint Communications Company L.P. ("Sprint") hereby submits the attached amended application for certification as a provider of Internet-based Telecommunications Relay Services ("iTRS"). Sprint is providing an original and four (4) copies and it is also filing a public, redacted version of this filing via ECFS. Sprint also attaches a Request for Confidential Treatment for some of the information contained within the amended application.

Please date-stamp the extra copy and return it to the courier. Please let me know if you have any questions or concerns.

Respectfully submitted,

/s/ Scott R. Freiermuth
Scott R. Freiermuth

Attachment



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**REQUEST FOR CONFIDENTIAL TREATMENT
PURSUANT TO 47 C.F.R. §§ 0.457 AND 0.459**

January 24, 2018

Via Hand Delivery & ECFS

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St, S.W.
Washington D.C. 20554

**Re: *Request for Confidential Treatment – Amended Application
of Sprint Communications Company L.P. for Certification to
Provide Internet-based TRS – CG Docket Nos. 10-51, 03-123,
File No. ____***

Dear Ms. Dortch:

Sprint Communications Company L.P. ("Sprint") hereby submits the attached amended application for certification as a provider of Internet-based Telecommunications Relay Services ("iTRS"). Pursuant to Exemption 4 of the Freedom of Information Act ("FOIA") and the rules of the Federal Communications Commission ("FCC" or "Commission"),¹ Sprint requests confidential treatment for the information that has been marked confidential and/or redacted in the attached amended application and exhibits ("Sprint Information"), which contains commercially sensitive information. The Sprint Information relates to Sprint's provision of IP Relay and IP CTS services and includes company-specific, highly

¹ 5 U.S.C. § 552(b)(4); 47 C.F.R. §§ 0.457(d) and 0.459; *see also* 18 U.S.C. § 1905 (prohibiting disclosure "to any extent not authorized by law" of "information [that] concerns or relates to the trade secrets, processes, operations, style of work, or apparatus, or to the identity, confidential statistical data, amount or source of any income, profits, losses, or expenditures of any person, firm, partnership, corporation, or association").



confidential and/or proprietary financial and commercial information data that are protected from disclosure by FOIA Exemption 4² and the Commission's rules protecting information that is not routinely available for public inspection and that would customarily be guarded from competitors.³

1. *Identification of the specific information for which confidential treatment is sought.* Sprint requests that all of the information marked confidential and/or redacted in the attached amended application, including all exhibits, be treated as confidential pursuant to Exemption 4 of FOIA and Sections 0.457(d) and 0.459 of the Commission's rules, which protect confidential financial, commercial and other information not routinely available for public inspection. The Sprint Information concerns the company's provision of IP CTS and IP Relay and is company-specific, competitively-sensitive, business confidential and/or proprietary financial and commercial information concerning Sprint's operations that would not routinely be made available to the public, and has been carefully guarded from competitors. If it were disclosed, Sprint's potential competitors could use it to determine information regarding Sprint's competitive position, operations, and performance, and could use that information to gain a competitive advantage over Sprint.

2. *Identification of the Commission proceeding in which the information was submitted or a description of the circumstance giving rise to the submission.* Sprint is submitting this information in support of the attached amended application to the Commission in CG Docket Nos. 10-51 and 03-123.

3. *Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged.* The Sprint Information contains company-specific, competitively-sensitive, confidential and/or proprietary, commercial and financial information.⁴ This information can be used to determine information about Sprint's operations and finances that is sensitive for competitive and other reasons. This information would not customarily be made available to the public in this form and customarily would be guarded from all others, especially potential competitors that could use the information to enhance their market position at Sprint's expense.

4. *Explanation of the degree to which the information concerns a service that is subject to competition.* The confidential information at issue relates to the provision of IP CTS and IP Relay, which was is subject to vigorous competition from other

² 5 U.S.C. § 552(b)(4).

³ 47 C.F.R. §§ 0.457(d) and 0.459.

⁴ The Commission has broadly defined commercial information, stating that "[c]ommercial' is broader than information regarding basic commercial operations, such as sales and profits; it includes information about work performed for the purpose of conducting a business's commercial operations." *Southern Company Request for Waiver of Section 90.629 of the Commission's Rules*, Memorandum Opinion and Order, 14 FCC Rcd 1851, 1860 (1998) (citing *Public Citizen Health Research Group v. FDA*, 704 F.2d 1280, 1290 (D.C. Cir. 1983)).



telecommunications relay service providers. While IP Relay currently has only one provider (*i.e.*, Sprint), the Sprint Information could be utilized by potential competitors who may wish to provide IP Relay services; moreover, due to the similarities in Sprint's operations for the provision of TRS and IP Relay, the Sprint Information related to IP Relay could be utilized by Sprint's competitors for state relay services. If the information is not protected, Sprint's competitors and potential competitors will be able to use it to their competitive advantage.

5. *Explanation of how disclosure of the information could result in substantial competitive harm.* Since this type of information generally would not be subject to public inspection and would customarily be guarded from competitors, the Commission's rules recognize that release of the information is likely to produce competitive harm. Disclosure could cause substantial competitive harm because Sprint's competitors and potential competitors could assess aspects of Sprint's commercial operations and financial position and could use that information to undermine Sprint's competitive position.

6-7. *Identification of any measures taken by the submitting party to prevent unauthorized disclosure, and identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.* The Sprint Information is not available to the public, and has not otherwise been disclosed previously to the public. Sprint takes precautions to ensure that this information is not released to the general public or obtained by its competitors and potential competitors through other means.

8. *Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.* Sprint requests that the Sprint Information be treated as confidential indefinitely, as it is not possible to determine at this time any date certain by which the information could be disclosed without risk of harm.

9. *Any other information that the party seeking confidential treatment believes may be useful in assessing whether its request for confidentiality should be granted.* The Commission has recognized that such data and information are among the categories of commercial and financial information that should be routinely treated as confidential, and the Commission's rules contemplate that this information will be accorded confidential treatment.⁵ Under applicable Commission and federal court precedent, the information provided by Sprint on a confidential basis should be shielded from public disclosure. Exemption 4 of FOIA shields information that is (1) commercial or financial in nature; (2) obtained from a person outside government; and (3) privileged or confidential. The commercial and financial information in question clearly satisfies this test.

⁵ See 47 C.F.R. § 64.604(c)(5)(iii)(I) ("[t]he administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form[.]").



Additionally, where disclosure is likely to impair the government's ability to obtain necessary information in the future, it is appropriate to grant confidential treatment to that information.⁶ Failure to accord confidential treatment to this information is likely to dissuade providers from voluntarily submitting such information in the future, thus depriving the FCC of information necessary to evaluate facts and market conditions relevant to applications and policy issues under its jurisdiction.

If a request for disclosure occurs, please provide sufficient advance notice to the undersigned prior to any such disclosure to allow Sprint to pursue appropriate remedies to preserve the confidentiality of the information.

If you have any questions or require further information regarding this request, please do not hesitate to contact me.

Respectfully submitted,

/s/ Scott R. Freiermuth
Scott R. Freiermuth

Attachment

⁶ See *National Parks and Conservation Ass'n v. Morton*, 498 F.2d 765, 770 (D.C. Cir. 1974); see also *Critical Mass Energy Project v. NRC*, 975 F.2d 871, 878 (D.C. Cir. 1992) (*en banc*) (recognizing the importance of protecting information that "for whatever reason, 'would customarily not be released to the public by the person from whom it was obtained'") (citation omitted).

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of:)	
)	
Structure and Practices of the Video Relay Service Program)	CG Docket No. 10 - 51
)	
Telecommunication Relay Service and Speech to Speech Services for Individuals with Hearing and Speech)	CG Docket No. 03 - 23
)	
Internet-based TRS Certification)	File No. _____
Application of Sprint Communications Company L.P.)	

**AMENDED APPLICATION OF SPRINT COMMUNICATIONS COMPANY L.P. FOR
CERTIFICATION AS A PROVIDER OF INTERNET-BASED
TELECOMMUNICATIONS RELAY SERVICES**

Sprint Communications Company L.P., an indirect wholly-owned subsidiary of Sprint Corporation ("Sprint") and the provider of Sprint's Telecommunications Relay Services ("TRS") hereby respectfully submits an amended Internet-based TRS ("iTRS") provider Certification Application updating the information required by 47 CFR § 64.606 to continue providing its iTRS services and receiving compensation from the Interstate TRS Fund. Sprint's amended application is limited to the provision of its Internet Protocol Relay Service ("IP Relay") and its Internet Protocol Captioned Telephone Service ("IP CTS").¹

¹ The requirement to apply for and receive a certificate from the Federal Communications Commission ("FCC" or "Commission") to provide Internet-based TRS services in order to continue to receive compensation from the TRS Fund was imposed by the FCC in its July 28 2011, *Second Report and Order* in CG Docket No.10-51 (FCC 11-118) (*In the Matter of Structure and Practices of the Video Relay Service Program*). Sprint is currently eligible to be compensated by the TRS Fund for its provision of these services by virtue of the fact that it is a common carrier providing TRS service and because it provides traditional TRS services in a number of states pursuant to contracts with those states. 47 C.F.R. § 64.604(c)(5)(iii)(F).

I. INTRODUCTION

Sprint has been providing TRS as required by Section 225 of the Act (47 U.S.C. § 225) and in accordance with the regulations adopted by the Federal Communications Commission (“FCC” or “Commission”), see 47 USC § 64.601 *et seq.*, for over 27 years. Currently, 35 states, Puerto Rico, and the U.S. Virgin Islands have designated Sprint to provide traditional TRS and Speech-to-Speech (“STS”) services to residents of those states who are deaf, hard of hearing, DeafBlind, or have a speech disability. Sprint was also the first FCC-compliant provider of PSTN-based Captioned Telephone Service (“CTS”) in the United States and provides CTS as part of its state contracted services. In addition, Sprint provides traditional TRS and iTRS services to the federal government as well as in New Zealand pursuant to contracts entered into with those entities.²

Sprint is also unique among iTRS providers because Sprint is a common carrier whose wireless and wireline customers must support the Interstate TRS Fund through the charges they pay for their services. In this capacity, Sprint has an obligation to its customer base to ensure the rates the Interstate TRS Fund pays for iTRS services are fair and reasonable.

With respect to the iTRS services that are the subject of this Application, Sprint began offering its IP Relay service in 2002 shortly after the FCC determined that providers of such services were eligible to be compensated by the Fund. Indeed, Sprint was among the first TRS providers to begin offering Internet-based services. Sprint is now the lone, remaining IP Relay

² Sprint’s provision of services to the United States federal government, through a contract with the General Services Administration, and New Zealand are not paid for by the TRS Fund Administrator.

provider as all other providers of IP Relay have discontinued service – with the penultimate provider exiting in November 2014.³

Sprint began providing IP CTS in March 2008. As is the case with its provision of PSTN-based CTS, Sprint offers its IP CTS through CapTel, Inc., a Wisconsin company and subsidiary of Ultratec, Inc., the company that developed and implemented the computerized voice recognition technology used in the provision of captioned telephone services.

Given Sprint's longstanding involvement in the provision of TRS services, it is clear Sprint possesses the necessary qualifications to be certified by the FCC in order to continue to provide its IP Relay and IP CTS. Below and in the attached exhibits, Sprint sets forth the specific information and documentation required by 47 C.F.R. §64.606 of the FCC's Rules as applicable to these Internet-based services offerings.

II. REQUIRED INFORMATION FOR CERTIFICATION

A. Description of Sprint's Internet-based TRS Offerings [47 C.F.R. §64.606(a)(2)(i)]

Sprint seeks the Commission's certification to continue to offer its IP Relay and IP CTS and as required by §64.606(a)(2)(i) of the Rules, Sprint provides here a description of each of these services.

1. IP Relay

Sprint IP Relay uses an Internet connection, a computer or mobile device, and a Communication Assistant ("CA"). The service is provided for people who are deaf, hard of hearing, DeafBlind, or have a speech disability. The user types what to say to

³ Purple Communications, Inc. notified the Commission that it would cease providing IP Relay service to its existing users on November 15, 2014. Letter from John F. Cannon, Counsel to Purple Communications, Inc., to Marlene H. Dortch, Secretary, FCC, CG Docket No. 03-123 (filed Oct. 15, 2014).

the CA, then the CA relays the message to the caller, and types their response. Sprint offers two forms of IP Relay: (1) web-based IP Relay accessed via www.sprintip.com; and, (2) a mobile, app-based version.

Features and Benefits of Sprint IP Relay

- Ability to receive Text Mail when the user is not available to answer IP Relay call (this service is not billed to the TRS fund)
- Ability to make Spanish language relay calls
- Ability to change font size/colors and background colors
- Access to live Sprint Accessibility Customer Service representatives
- Make 911 emergency calls
- Ability to save conversations (web-based) and copy conversations (mobile app)

For Sprint's mobile, app-based version, the user must download the Sprint IP Relay mobile app to their smartphone. The Sprint IP Relay mobile app is supported on Android devices running OS 4.0.3 or higher and on Apple iPhone devices with iOS9 or higher. Users may obtain the Sprint IP Relay app through the Google Play Store and the Apple App Store. Once downloaded, the app requires connectivity either through a registered user's mobile service provider (*e.g.*, Sprint, T-Mobile, Verizon Wireless, *etc.*) or via Wi-Fi.

For Sprint's web-based IP Relay, a registered user may access IP Relay via www.sprintip.com. A registered user must have an Internet-connected device with a web browser (*e.g.*, a computer or tablet with a major Internet browser such as Firefox, Chrome, Safari or Internet Explorer). And, the user must have an Internet connection typically via an Internet Service Provider (*e.g.*, cable, DSL, fiber, *etc.*) or Wi-Fi.

Recent IP Relay Updates

In 2017, Sprint released an enhanced Sprint IP Relay mobile app. Sprint added features, including Spanish language support and adjustable font sizes, and has made the app more accessible to DeafBlind users. This enhanced app enables individuals who

are DeafBlind to self-identify as a Braille user. In addition, it allows users to register, verify their identity, request, and obtain a Sprint IP 10-digit number directly from the app. These enhanced features render the app a one-stop-shop solution. For more information, please see: www.sprintrelay.com/iprelay.

In addition, Sprint revamped recently its website – www.sprintip.com – to enhance the user experience for customers that rely upon Sprint’s web-based IP Relay service. Sprint improved the overall accessibility of the website taking into consideration, in particular, feedback from DeafBlind users to improve the web-based application.

Improvements included:

- the ability to offer a text only format for DeafBlind users
- the ability to offer an instant message (IM) conversation style format
- the ability to modify text font and size within an IP Relay conversation

2. IP CTS

Sprint’s IP CTS service allows a deaf or hard of hearing person to make or receive phone calls where a CA can nearly simultaneously transcribe the speech of the non-CTS party to a telephone call into text and then send that text to one or more devices that display the text. Sprint offers two types of IP CTS.

The first is through an IP CTS phone with a caption display. Sprint’s IP CTS users are able to access the service through the following Ultratec-manufactured devices or other devices with Internet access:

- CapTel 800i
- CapTel 840i
- CapTel 840PLUS (in IP CTS mode)
- CapTel 880i
- CapTel 880iB
- CapTel 2400i
- CapTel 2400iBT

The second is through Sprint's WebCapTel – this web-based service allows the user to read word-for-word transcriptions of calls on the screen of an Internet connected device (*e.g.*, desktop, laptop, or tablet). A user must first go to www.sprintcaptel.com and register for Sprint WebCapTel service. Upon registration, the user will be able to log-in and make and receive WebCapTel calls. The user must have a phone so that the user can speak to and hear the voice of the other party. This requirement also enables the CA to hear and transcribe the conversation of the non-WebCapTel user. The phone connection routes the other party's voice to the CapTel call center. The CA will transcribe the speech into text then transmit that text over the Internet to the WebCapTel user's computer, laptop or tablet. The captions are sent over a secure HTTPS connection to the user for privacy and security.

B. Description of How Sprint's Internet-based TRS Offerings Meet All Non-Waived Mandatory Minimum Standards [47 C.F.R. §64.606(a)(2)(ii)]

As explained in the chart in Exhibit B, Sprint's services meet or exceeds all of the non-waived minimum standards applicable to IP Relay and IP CTS.

- C. A list of individuals or entities that hold at least a 10 percent equity interest in the applicant, have the power to vote 10 percent or more of the securities of the applicant, or exercise de jure or de facto control over the applicant, a description of the applicant's organizational structure, and the names of its executives, officers, members of its board of directors, general partners (in the case of a partnership), and managing members (in the case of a limited liability company). [47 C.F.R. §64.606(a)(2)(ii)(B)]**

The beneficial owner of 10 percent or more of Sprint's common stock is SoftBank Group Corp. ("SoftBank"). SoftBank owns approximately 84.1 percent of the outstanding common stock of Sprint Corporation as of December 21, 2017.⁴

- Description of Sprint Corporation's organizational structure: available at <https://www.sec.gov/Archives/edgar/data/101830/000010183017000015/sprintcorp10-kexhibit212017.htm>.
- A list of Sprint's Senior Executives: available at <http://newsroom.sprint.com/executive-team/>.
- A list of the current members of Sprint Nextel's Board of Directors: available at <http://investors.sprint.com/corporate-governance/default.aspx>

- D. A list of the number of applicant's full-time and part-time employees involved in TRS operations, including and divided by the following positions: executives and officers; video phone installers (in the case of VRS), communications assistants, and persons involved in marketing and sponsorship activities. [47 C.F.R. §64.606(a)(2)(ii)(C)]**

Sprint is a common carrier that provides a multitude of telecommunications services. It also provides a host of information services and is a Tier I Internet backbone provider. Sprint's provision of iTRS services constitutes just a small part of Sprint's offerings to the public. [REDACTED]

[REDACTED]

[REDACTED]

⁴ SoftBank Group Corp. is part of a group which consists of SoftBank Group Corp. and two subsidiaries: Starburst I, Inc. and Galaxy Investments Holdings, Inc. See, Sprint Corporation Schedule 13D filed with Securities Exchange Commission, December 21, 2017, available at, <https://www.sec.gov/Archives/edgar/data/101830/000119312517383511/d515898dsc13da.html>

[REDACTED]

[REDACTED]

- E. Copies of Employment Agreements for all of the Provider’s Employees Directly Involved in TRS Operations, Executives, and Communications Assistants, and a List of Names of Employees Directly Involved in TRS Operations, Need not be Submitted with the Application, But Must be Retained by the Applicant for Five Years from the Date of Application, and Submitted to the Commission Upon Request. [47 C.F.R. §64.606(a)(2)(ii)(D)]**

[REDACTED]

[REDACTED] Sprint maintains a list of the names of employees directly involved in TRS operations for a period of five years.

[REDACTED]

- F. A list of all sponsorship arrangements relating to Internet-based TRS, including on that list a description of any associated written agreements; copies of all such arrangements and agreements must be retained by the applicant for three years from the date of the application, and submitted to the Commission upon request. [47 C.F.R. §64.606(a)(2)(ii)(E)]**

[REDACTED]

- G. In the case of applicants to provide IP CTS or IP CTS providers, a description of measures taken by such applicants or providers to ensure that they do not and will not request or collect payment from the TRS Fund for service to consumers who do not satisfy the registration and certification requirements in §64.604(c)(9), and an explanation of how these measures provide such assurance. [47 C.F.R. §64.606(a)(2)(ii)(F)]**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

H. Description of the Provider's Complaint Procedures [47 C.F.R. §64.606(a)(2)(iii)]

Sprint has included a complete list of our complaint procedures in Exhibit D.

I. A Statement that the Provider Will File Annual Compliance Reports Demonstrating Continued Compliance with these Rules. [47 C.F.R. §64.606(a)(2)(iv)]

Sprint has provided the FCC with updates since its original application.⁶ And, Sprint is providing this amended application updating its original iTRS Certification Application to ensure the Commission has all the necessary and updated information to make a determination regarding its pending application. Sprint also notes that, in conjunction with its request for compensation from the TRS Fund, Sprint files on a monthly basis a statement from an officer of the company certifying that Sprint is “in compliance with Section 225 of the Communications Act and the Commission’s rules

⁶ See, Letter from Michel B. Fingherhut to Marlene H. Dortch, Secretary, Federal Communications Commission, regarding *Modification to the Internet-based TRS Certification Application of Sprint Communications Company L.P.*, CG Docket No. 10-51, File No. ____ (March 18, 2013), and Letter from Scott R. Freiermuth to Marlene H. Dortch, Secretary, Federal Communications Commission, regarding *Modification to the Internet-based TRS Certification Application of Sprint Communications Company L.P.*, CG Docket No. 10-51, File No. ____ (November 6, 2015).

and orders.”⁷ Finally, Sprint intends to file annual reports upon FCC certification or in reference to its initial application.

J. Statement of Senior Executive of Sprint [47 C.F.R. §64.606(a)(2)(iv)]

Please see Exhibit A.

Respectfully submitted,

SPRINT COMMUNICATIONS COMPANY L.P.

/s/ Scott R. Freiermuth

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Its Attorney

January 24, 2018

⁷ 47 C.F.R. §64.604(c)(5)(iii)(D)(5).

EXHIBIT A

DECLARATION OF MICHAEL FITZ,
VICE PRESIDENT, SPRINT WIRELINE

In compliance with 47 C.F.R. §64.606(a)(2)(v), I declare under penalty of perjury that I am Michael Fitz, Vice President of Sprint Wireline, an officer of the above-named applicant, and that I have examined the foregoing submissions, and that all information required under the Commission's rules and orders has been provided and all statements of fact, as well as documentation contained in this submission, are true, accurate, and complete.

Signed and dated January 22, 2018.

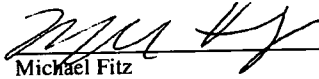

Michael Fitz
Vice President, Sprint Wireline

EXHIBIT B

REDACTED

EXHIBIT C

REDACTED

EXHIBIT D

REDACTED