

January 29, 2019

Via Electronic Filing

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Notification of Substantive Change, Structure and Practices of the Video Relay Service Program, CG Docket No. 10-51; Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123—47 C.F.R. § 64.606(f)(2).

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.606(f)(2), Sorenson Communications, Inc., (“Sorenson”) hereby notifies the Commission of substantive changes to its TRS service. On or around November 19, 2018, Sorenson adopted a technology that will improve video quality for mobile and desktop users. At the same time, Sorenson launched a new notification feature for Android users.

The changes described above include:

- **Sorenson Reflex Video (“SRV”):** Customers will experience improved video quality through the integration of Sorenson High Quality Video to reduce packet loss during calls.
 - Sorenson’s Mobile and Desktop applications use a customized version of a technology called NACK and TMMBR to resend packets that are lost or corrupted. Especially on mobile, this will increase video quality by reducing error blocks on the screen that sometimes interfered with communication between the interpreter and the user.
 - In testing, Sorenson noted that resending lost or corrupted packets sometimes causes video delays of no more than one second to allow time for lost packets to be re-sent. Sorenson has verified through user testing that this slight delay is preferable to an unusable video that prevents users from communicating.
 - Sorenson previously released the VP2 videophone with this technology for communication between users at fixed locations. Now, nearly all of Sorenson’s current end points have the ability to communicate with each other using SRV. That includes customers who make VRS calls to the VP2 videophones Sorenson’s interpreters’ use.
- **Android Notification Improvements:** Android customers will receive push notifications of missed calls and received SignMail when the application is closed, and push notifications of incoming calls to wake the app in order to receive the call.
- **VRS Custom Greeting:** Enterprise customers will now be able to customize a message that will be read by interpreters on all hearing to Deaf calls.

- **Language Based Teaming:** This allows interpreters to send teaming requests that are sent to those who are most likely able to help support the interpreter in need. Sorenson was already sending Spanish team requests to the next available Spanish interpreter; the new feature will send English team requests only to other interpreters working in the English queue, thus ensuring that Spanish language resources are dedicated solely to supporting Spanish callers.

Sorenson does not expect any of these changes to affect its compliance with applicable minimum standards.

Sincerely,



Grant A. Beckmann
COO