CONFIDENTIAL NOT FOR PUBLIC INSPECTION

October 16, 2017

VIA ELECTRONIC FILING

Marlene H. Dortch, Secretary

Federal Communications Commission

445 12th Street SW

Washington, D.C. 20554

**RE: *Structures and Practices of the Video Relay Service Program*, CG Docket No. 10-51; *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123**

Dear Ms. Dortch:

A redacted version has been electronically filed in the Commission’s docket. An unredacted confidential version has been electronically sent to Eliot Greenwald, Deputy Chief of FCC’s Disability Rights Office.

Pursuant to 47 C.F.R. § 0.459, ZVRS Holding Company, parent company of CSDVRS, LLC d/b/a ZVRS (“ZVRS”) and Purple Communications, Inc. (“Purple”) (collectively, the “Companies”), requests confidential treatment for the company-specific, highly sensitive and proprietary commercial information in complaint log summary and that the information be withheld from any public inspection. In addition, the confidential information constitutes highly sensitive commercial information that falls within Exemption 4 of the Freedom of Information Act ("FOIA").

In support of this request and pursuant to Section 0.459(b) of the Commission's rules, the Companies state as follows:

**1. Identification of the specific information for which confidential treatment is sought.**

The Companies request confidential treatment with respect to the confidential information redacted from the version filed electronically with the Commission.

**2. Identification of the circumstance giving rise to the submission.**

The Companies are filing the letter with respect to regulatory treatment of public videophones raised in the Further Notice of Proposed Rulemaking of the Commission’s March 23, 2017 Report and Order.[[1]](#footnote-1)

**3. Explanation of the degree to which the information is commercial or financial or contains a trade secret or is privileged.**

The confidential information in the Companies ex parte letter is highly sensitive commercial information specific to its operations. This information is therefore safeguarded from competitors and is not made available to the public.

**4. Explanation of the degree to which the information concerns a service that is subject to competition.**

The confidential information involves VRS, a form of telecommunications relay service, which is a highly competitive service.

**5. Explanation of how disclosure of the information could result in substantial competitive harm.**

Disclosure of the redacted information could cause substantial competitive harm to the Companies, because other competing VRS providers would have access to the company’s service information, and providers could use such information to compete against the Companies and undermine their position in the VRS marketplace.

**6. Identification of any measures taken to prevent unauthorized disclosure.**

The Companies routinely the redacted information as highly confidential and exercises significant care to ensure that such information is not disclosed to its competitors or the public.

**7. Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.**

The Companies do not make the redacted information available to the public, and this information has not been previously disclosed to third parties.

**8. Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.**

The Companies request that the redacted information be treated as being confidential on an indefinite basis as it cannot identify a certain date at which this information could be disclosed without causing competitive harm to the Companies.

Sincerely,

/s/

Gregory Hlibok

Chief Legal Officer

cc: Eliot Greenwald, Deputy Chief

Disability Rights Office

Attachment

1. *See Structure and Practices of the Video Relay Service Program*, *et al.*, Report and Order, Notice of Inquiry, Further Notice of Proposed Rulemaking, and Order, 32 FCC Rcd. 2436, ¶¶ 116-124 (Mar. 23, 2017) (“FNPRM”) (seeking comments on log-in procedures and registration information for enterprise and public videophones that are available for public use such as hospital, service agency or school’s reception area, train station, and airport). [↑](#footnote-ref-1)