

February 15, 2018

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, LLC (“Sorenson”) hereby notifies the Commission of a substantive change to its TRS service. On or around December 17, 2017, Sorenson added new features to VRS devices. These features provide VRS customers with better information about Caller ID and missed calls.

Sorenson has improved its Caller ID features to enhance customer experience. Throughout a VRS call, customers can now see a hearing caller’s name and phone number on their VRS device. Customer devices also display text indicating that a call is a VRS call in the Incoming Call, Missed Call, and Call History windows.

Relatedly, Sorenson now provides customers with more information about calls that disconnect before a customer’s device rings. These are listed as missed calls in the Call History of customers’ devices. There, customers can also see the caller’s name and number, if available.

Sincerely,



Grant A Beckmann
CTO, Compliance, Security
Sorenson Communications, LLC