

October 22, 2019

VIA ECFS

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

Re: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123; CG Docket No. 10-51

Dear Ms. Dortch:

On October 17, 2019, the undersigned for Convo Communications, LLC (“Convo”) responded to an email from CSDVRS, LLC dba ZVRS and Purple Communications, LLC (“ZVRS/Purple”) which had Federal Communications Commission (“Commission”) personnel copied on it. Copies of the email communications were submitted to the Commission by ZVRS/Purple in their *ex parte* filing.¹

In the ZVRS/Purple’s initial email copied in their *ex parte*, they generally alleged that “Convo has been misinforming the community through several mediums that ZVRS and Purple’s Complete Home Package offering is a violation of the FCC rules and policies.” ZVRS/Purple did not provide in their *ex parte* any examples in support of their allegation. ZVRS/Purple previously shared with the Commission two published videos, and in neither video did Convo or its officers state that the Complete Home Package was a violation of FCC rules and policies.²

ZVRS/Purple asserted in their subsequent email copied in their *ex parte* that they had “vetted” their Complete Home Package with the Commission. Putting aside the question of what exactly transpired with respect to the supposed “vetting”, the Commission cannot be represented by ZVRS/Purple to having approved the practice of ZVRS/Purple giving away equipment packages which cost in excess of \$1,500 conditioned on existing customers porting to ZVRS/Purple from other Video Relay Service (“VRS”) providers. On their face, the giveaways are tantamount to financial incentives that the Commission has spent years regulating through its rules and policies. Convo has recently learned that a large financial institution which provides equipment financing services has approved another millions of dollars loan to ZVRS/Purple, and not coincidentally, Convo is now experiencing another wave of its customers porting to ZVRS/Purple to receive their Complete Home Package.

¹ *Ex Parte* of CSDVRS, LLC d/b/a ZVRS and Purple Communications, Inc., CG Docket Nos. 10-51, 03-123 (Oct. 21, 2019). We note that the email address of Ms. Jennifer Richter appears to have been redacted in several places from the copies of the email communications attached to their *ex parte*.

² Reply comments of CSDVRS, LLC d/b/a ZVRS and Purple Communications, Inc., CG Docket Nos. 10-51, 03-123, at 3-5 (Oct. 15, 2019). In his video, Convo CEO Jarrod Musano commented about how equipment giveaways impacted the VRS program and ultimately VRS consumers, but did not say that they were a violation of FCC rules and policies.

As a matter of fact, ZVRS/Purple have expended and are continuing to expend millions of dollars solely to buy market share by incenting other VRS providers' customers to port to them through free expensive consumer electronics that ultimately will be paid by the Telecommunications Relay Service ("TRS") Fund. ZVRS/Purple does not attempt to assess whether individuals need the Complete Home Package to gain "unfettered access to VRS"; the primary eligibility criterion for the ZVRS/Purple free equipment package is that the individual is an existing customer of another VRS provider whom agree to port to them to receive the package. ZVRS/Purple's give-aways represent a false "choice" because they are not compliant with FCC rules regarding impermissible financial incentives, and they undermine the integrity of the VRS program and long term health of the TRS Fund.

Sincerely,

/s/

Jeff Rosen
General Counsel

cc: Eliot Greenwald
Michael Scott