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February 28, 2019

*Via Electronic Filing*

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, DC 20554

Re: Notice of *Ex Parte*: *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123; *Petition for Rulemaking by Sprint Corporation to Establish a New Ratemaking Methodology for IP Relay Service*, RM-11820

Dear Ms. Dortch:

On February 26th, Sprint Corporation (“Sprint”) representatives Charles McKee, Scott Freiermuth, Mike Ellis, and Claudia Gordon, along with outside counsel Emily Daniels of Lawler, Metzger, Keeney & Logan, LLC, had separate meetings with: (i) Michael Carowitz, Special Counsel for Chairman Pai, and Will Holloway, intern for Chairman Pai; (ii) Arielle Roth, Legal Advisor for Commissioner O’Rielly; (iii) Travis Litman, Chief of Staff and Legal Advisor for Commissioner Rosenworcel; (iv) Jamie Susskind, Chief of Staff for Commissioner Carr; and (v) Randy Clarke, Acting Legal Advisor for Commissioner Starks. In addition, the Sprint team met with Patrick Webre, Suzy Singleton, Bob Aldrich, and Michael Scott from the Consumer and Governmental Affairs Bureau.

The purpose of these meetings was to discuss Sprint’s pending Petition for Rulemaking regarding IP Relay service.<sup>1</sup> In particular, Sprint urged the Commission to act expeditiously to open a rulemaking proceeding to restructure the service. Sprint also discussed interim measures to address the compensation rate for IP Relay, explaining that the current rate is inadequate and fails to fairly compensate Sprint for its provision of this critical relay service. In addition, Sprint provided information about IP Relay to help

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<sup>1</sup> Petition for Rulemaking of Sprint Corporation, RM-11820 (filed Nov. 1, 2018).

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educate the Commission on its unique place amongst the various relay services and on the communities and users that most benefit from this service.<sup>2</sup>

This filing is made in accordance with Section 1.1206(b)(2) of the Commission's rules.<sup>3</sup> In the event that there are any questions concerning this matter, please contact the undersigned.

Respectfully submitted,

/s/ Scott R. Freiermuth  
Scott R. Freiermuth  
Counsel, Government Affairs,  
Federal Regulatory

cc: Michael Carowitz  
Arielle Roth  
Jamie Susskind  
Travis Litman  
Randy Clarke  
Patrick Webre  
Suzy Singleton  
Bob Aldrich  
Eliot Greenwald  
Michael Scott

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<sup>2</sup> Sprint discussed information contained in the attached brochure in order to distinguish IP Relay from other relay services.

<sup>3</sup> 47 C.F.R. § 1.1206(b)(2).

## Websites

- **Sprint Accessibility:** [sprint.com/accessibility](http://sprint.com/accessibility)
- **Sprint Relay:** [sprintrelay.com](http://sprintrelay.com)
- **Sprint CapTel:** [sprintcaptel.com](http://sprintcaptel.com)
- **Sprint IP Relay:** [sprintip.com](http://sprintip.com)
- **Sprint Teleconference Captioning:** [sprintrelay.com/stc](http://sprintrelay.com/stc)
- **Federal Relay:** [federalrelay.us](http://federalrelay.us)
- **Speech-to-Speech:** [sprintsts.com](http://sprintsts.com)
- **Sprint Relay Store:** [sprintrelaystore.com](http://sprintrelaystore.com)
- **Sprint Vision Store:** [sprint.com/vision](http://sprint.com/vision)
- **List of State Relay:** [sprintrelay.com/contact\\_us](http://sprintrelay.com/contact_us)

## Social Networking

- [facebook.com/sprintaccessibility](https://facebook.com/sprintaccessibility)
- [twitter.com/sprintaccess](https://twitter.com/sprintaccess)
- [youtube.com/sprintaccessibility](https://youtube.com/sprintaccessibility)

## Contact Information

- **Sprint Accessibility Care:**
  - 855-885-7568 *Voice*
  - 800-676-3777 *Voice/TTY*
  - 800-676-4290 *Español*
  - 877-787-1989 *Speech-to-Speech*
  - 866-931-9027 *VCO*
  - 877-877-3291 *Fax*
  - [sprintaccessibility@sprint.com](mailto:sprintaccessibility@sprint.com) *Email*
- **Sprint Video Customer Service (VCS):  
(for sign language users)**
  - [vcs@sprint.com](mailto:vcs@sprint.com) *Email*
  - [sprintrelaystore.com](http://sprintrelaystore.com) *Online Chat*
- **CapTel Customer Service:**
  - 888-269-7477 *Voice/TTY*
  - 608-204-6167 *Fax*
  - [captel@captel.com](mailto:captel@captel.com) *Email*

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A-FM20-0693 v10-2017

# Sprint Accessibility for All

Bridging the telecommunications gap for people with disabilities.

Sprint's broad portfolio of accessibility services include:

- Telecommunications Relay Services
- Sprint CapTel®
- Sprint IP Relay
- Sprint Speech-to-Speech
- Sprint Teleconference Captioning
- Federal Relay Service
- Sprint Relay Store
- Sprint Vision Store





## Telecommunications Relay Service (TRS)

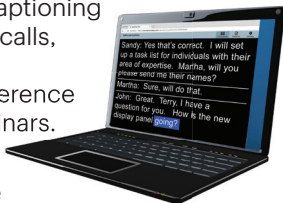
- Services for people who are deaf, hard of hearing, deafblind, or with a speech disability.
- Dial 711 using a text telephone (TTY) with the assistance of a relay operator.
- The relay operator reads aloud the TTY user's typed conversation and types back the spoken conversation.



[sprintrelay.com](http://sprintrelay.com)

## Sprint Teleconferencing Captioning (STC)

- Provides real-time captioning of meetings, phone calls, videoconferences, multi-party teleconference calls, including webinars.
- Must be scheduled 48 hours in advance and requires an Internet-connected computer, laptop or tablet with high-speed Internet connection.
- Available for states or businesses that have purchased agreements with Sprint.
- To learn more on how to get STC for your state or company, email [STCRequests@sprint.com](mailto:STCRequests@sprint.com).



[sprintrelay.com/stc](http://sprintrelay.com/stc)

## Speech-to-Speech (STS)

- Free service for people whose speech may not be understood by the public on the phone.
- A specially trained operator is on the line to assist the caller by repeating the conversation when unclear, or requested.
- Special equipment is not required to use this service.

[sprintsts.com](http://sprintsts.com)



## Sprint CapTel®

- Provides captions using a specialized telephone (similar to closed captions on the television) for individuals with hearing loss.
- Captions appear virtually at the same time as the person speaks, allowing the person to read what is being said and to enjoy the natural flow of an interactive telephone conversation.



[sprintcaptel.com](http://sprintcaptel.com)

## Sprint IP Relay

- Available via an internet connected computer, mobile smartphone device or tablet.
- Service for people who are deaf, hard of hearing, deafblind, or with a speech disability.
- Sprint IP Relay mobile app (available for Android and iOS) and SprintIP.com (web based) are available only in USA and US territories.
- Registration is required.
- Standard message and data rates apply.



[sprintip.com](http://sprintip.com)  
[sprintrelay.com/iprelay](http://sprintrelay.com/iprelay)

## Sprint Vision

- Provides expertise on accessible devices and mobile applications available for the blind and low vision communities.
- Committed to working with phone manufacturers to deliver user-friendly, accessible wireless devices.
- Provides a specialized online Vision Store website for customers with vision loss.
- Offers wireless devices with text-to-speech functionality which can read aloud text messages, menu settings and phone display information such as battery level, signal strength, time and date.
- To learn more contact Sprint Support for Customers with Disabilities at 1-855-885-7568 or via email at [sprintaccessibility@sprint.com](mailto:sprintaccessibility@sprint.com).



[sprint.com/vision](http://sprint.com/vision)

## Services for Cognitive or Mobility Disability

- Offers wireless devices with features to support customers with cognitive or mobility disabilities.
- These include picture caller identification, voice recognition, hands-free operation and automatic answer.
- Sprint Speech to Speech (STS) Relay is often preferred for customers who have suffered a stroke, head injury, seizures or other types of cognitive impairments.
- The Google Play and Apple storefronts contain a growing list of applications that may assist customers with cognitive and mobility impairments.



[sprint.com/accessibility](http://sprint.com/accessibility)  
*select Cognitive or Mobility Disability*

## Sprint Relay Store

- A specialized online store for the deaf and hard of hearing community.
- Offers Data-Only plans and standard service plans.
- Offers Video Customer Service (VCS) in American Sign Language (exclusively offered through Sprint). VCS provides technical assistance, handles billing questions and works with customers on other service issues.
- Sprint works with equipment manufacturers on accessibility and provides hearing aid compatible, cochlear implant compatible and TTY accessible phones.
- For video customer service, email [VCS@sprint.com](mailto:VCS@sprint.com) to schedule an appointment.



[sprintrelaystore.com](http://sprintrelaystore.com)

## Federal Relay

- Provides communication access for Federal employees who are deaf, hard of hearing, deafblind, or with a speech disability.
- The FedRelay program can be used by Federal employees or by the general public to conduct business with the federal government and its agencies.
- Six services are provided by the Federal Relay program including: Text Telephone, CapTel, Internet Relay, Speech-to-Speech, Relay Conference Captioning, and Video Relay.



[federalrelay.us](http://federalrelay.us)