



June 1, 2018

Via Electronic Filing

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

**RE: AMENDED:** Notice of Substantive Change, *Structure and Practices of 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

Dear Ms. Dortch:

Pursuant to 47 C.F.R § 64.606(f)(2), Convo Communications, LLC (“Convo”) is providing the Commission with notification of the following substantive changes.

On or around May 26, 2018, Convo discontinued Convo Desktop version 1.0. Convo’s most current version is 2.0 (notice provided November 22, 2017). Convo chose to maintain 1.0 for users who had not yet upgraded their software. Convo can no longer maintain the server used to support Version 1.0 however; and as such has discontinued it.

Prior to discontinuing Convo for MacOS version 1, Convo informed all customers using Convo Desktop 1 regarding the change to help them upgrade their product to Convo for MacOS version 2.

Convo Communications continues to meet the Federal minimum standards for telecommunication relay services with this new substantive change.

Sincerely,

/s/

Amanda Montgomery

cc: Eliot Greenwald, Deputy Chief  
trsreports@fcc.gov