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June 20, 2016

Via ECFS

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

Re: Docket Nos. 10-51 & 03-123 - Ex Parte Notice

Dear Ms. Dortch:

On June 16, 2016, Claude Stout, Executive Director, Telecommunications for the Deaf and Hard of Hearing, Inc. (“TDI”); Howard Rosenblum, Chief Executive Officer, National Association of the Deaf (“NAD”); and the undersigned participated in a meeting with:

- Karen Strauss, Eliot Greenwald, Robert Aldrich, Robert McConnell, Sherry Dawson, and Anita Dey of the Consumer & Governmental Affairs Bureau (“CGB”); and
- David Schmidt and Andrew Mulitz of the Office of Managing Director (“OMD”).

The Consumer Group representatives discussed the implementation of the Telecommunications Relay Service user registration database (“TRS-URD”) and issues raised in the Consumer Groups *ex parte* letter filed on April 28, 2016. They support a single TRS-URD registration even if a consumer chooses to use multiple service providers or switch service providers. A single registration streamlines the process and reduces the number of times consumers must provide confidential information to different service providers. They agreed that after a date certain, the TRS-URD Administrator should accept forms of consumer identification that were unexpired at the time they were submitted to a provider regardless of when submitted to the TRS-URD Administrator. They also agreed that the Commission should continue to compensate public and enterprise-owned phones without requiring individual users to “log-in” or register a business phone in the name of the individual employee.

In addition, the Consumer Group representatives restated their recommendation for the Commission to create and release -- in advance of the deadline to complete the TRS-URD registration -- a video explaining in detail the information to be collected from consumers for the TRS-URD registration and any additional data that might need to be collected if there are problems with registration. As stated in the Consumer Groups *ex*

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parte letter filed on April 28, 2016, the video should provide information in American Sign Language (“ASL”) along with captions and with video descriptions of key visual elements for individuals who are blind or visually impaired. In addition, a downloadable text version of the information should also be available on the Commission’s website.

Consumer Groups appreciate the Commission’s attention to these matters. If there are any questions, please feel free to contact us.

Respectfully submitted,

/s/ Danielle Burt

Tamar Finn
Danielle Burt

Counsel for Telecommunications for the Deaf and Hard of Hearing, Inc.

cc (via email): Karen Strauss
Eilot Greenwald
Robert Aldrich
Robert McConnell
Anita Dey
Sherry Dawson
David Schmidt
Andrew Mulitz