

# COVINGTON

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July 3, 2019

Mr. Patrick Webre  
Chief, Consumer and Governmental Affairs Bureau  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

**Re: Direct Video Numbering Directory Access Application**

Dear Mr. Webre:

Tidal Wave Telecom, by counsel and pursuant to the Federal Communications Commission's ("FCC") May 15, 2019 Report and Order,<sup>1</sup> and Section 64.613 of the Commission's rules,<sup>2</sup> submits this application for Direct Video Numbering Directory access ("Application"). Tidal Wave Telecom meets all requirements for direct video customer support and respectfully requests expedited review and grant of this Application.

Sincerely,

/s/ Gerard J. Waldron  
Gerard J. Waldron  
Counsel to Tidal Wave Telecom

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<sup>1</sup> *Structure and Practices of the Video Relay Service Program; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket Nos. 10-51 and 03-123, Report and Order and Further Notice of Proposed Rulemaking, (May 15, 2019).

<sup>2</sup> 47 C.F.R. § 64.613.

July 3, 2019

Federal Communications Commission  
Chief  
Consumer and Governmental Affairs Bureau

Re: Direct Video Numbering Directory Access Application

Applicant Name: Chris Talbot  
Tidal Wave Telecom, Inc.  
Address: 4215 Tierra Rejada Road, Suite 172  
Moorpark, CA 93021  
Telephone: (805) 402-7447  
Email Address: [chris@tidalwavetelecom.com](mailto:chris@tidalwavetelecom.com)

Service to be provided: Tidal Wave Telecom intends to provide direct video customer support to numerous jails and prisons across the United States that have installed SecureVRS™ and stand-alone VRS recorders. As such, during normal business hours, we will have one or more, as required, customer service agents proficient in ASL that will be able to resolve technical and business issues.

Acknowledgement: We hereby acknowledge that directory access is conditional on compliance with applicable Commission rules, obligations, and standards.

Technical contact: Chris Talbot  
Tidal Wave Telecom, Inc.  
Address: 4215 Tierra Rejada Road, Suite 172  
Moorpark, CA 93021  
Telephone: (916) 751-5500  
Email Address: [chris@tidalwavetelecom.com](mailto:chris@tidalwavetelecom.com)

Daniel Lordier  
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(916) 751-5500

Certification: We hereby certify that our service will meet the definition of direct video customer support, the information provided is accurate, and is complete.

*Chris Talbot*

Chris Talbot  
President and CEO  
Tidal Wave Telecom, Inc.