

July 9, 2021

**REDACTED FOR PUBLIC INSPECTION**

VIA ECFS

Marlene H. Dortch, Esq., Secretary  
Federal Communications Commission  
45 L Street NE  
Washington, DC 20554  
*Attn: Chief, Consumer & Governmental Affairs Bureau*

Re: Hamilton Relay, Inc.  
CG Docket Nos. 10-51, 03-123  
*Sixth Amendment to Pending Internet-based TRS Certification Application*

Dear Ms. Dortch:

Enclosed, on behalf of Hamilton Relay, Inc. (“Hamilton”), is a redacted copy of a sixth amendment to Hamilton’s December 5, 2011 application for certification as a provider of Internet Protocol Captioned Telephone services. Hamilton is concurrently filing an unredacted version of the report via courier.

Pursuant to Section 0.459 of the Commission’s rules, 47 C.F.R. § 0.459, Hamilton hereby requests confidential treatment of the enclosed information. Hamilton has enclosed a separate exhibit justifying the need for confidential treatment.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor  
Counsel for Hamilton Relay, Inc.

Enclosure

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**HAMILTON RELAY, INC.**  
**July 2021**

**REQUEST FOR CONFIDENTIAL TREATMENT**

Pursuant to Sections 0.457 and 0.459 of the Commission's rules, 47 C.F.R. §§ 0.457, 0.459, Hamilton Relay, Inc. ("Hamilton") hereby requests that the redacted contents of the sixth amendment (the "Amendment") to its pending application for certification as a provider of Internet Protocol Captioned Telephone services (the "Application") be treated as confidential and withheld from public inspection.

In accordance with the requirements of Section 0.459(b), 47 C.F.R. § 0.459(b), Hamilton submits the following:

1. 0.459(b)(1): Identification of the specific information for which confidential treatment is sought: Hamilton requests that the redacted portions of the public version of the Amendment, including all exhibits (collectively, the "Redacted Materials"), be treated as confidential and withheld from public inspection. The Redacted Materials contain highly sensitive commercial information, trade secrets, and proprietary technical information pertaining to the services offered by Hamilton. Pursuant to the Freedom of Information Act ("FOIA"), public disclosure is not required for documents that are "trade secrets, commercial or financial information obtained from a person and privileged and confidential." For this reason, the Redacted Materials are covered by the FOIA exceptions.
2. 0.459(b)(2): Identification of the Commission Proceeding in which the Information Was Submitted or a Description of the Circumstances Giving Rise to the Submission: The Amendment is being submitted to the Commission in CG Docket Nos. 10-51 and 03-123 pursuant to 47 C.F.R. §§ 1.65 and 64.606(a)(2).
3. 0.459(b)(3): Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged: The Redacted Information contains sensitive information about Hamilton's internal operations, as well as commercial, financial and other trade secrets. Pursuant to the FOIA, public disclosure of such information is not required if it contains "commercial or financial information obtained from a person and [is] privileged and confidential." 5 U.S.C. § 552(b)(4) ("Exemption 4"). Such information "would customarily be guarded from competitors." 47 C.F.R. § 0.457(d)(2). For this reason, Hamilton submits that the information contained in the application is covered by the FOIA exception. Indeed, the United States Supreme Court has held that Exemption 4 covers any material that is customarily treated as confidential and is in fact treated as confidential by the submitting party, irrespective of whether release would give rise to competitive harm. *Food Marketing Inst. v. Argus Leader Media*, 139 S. Ct. 2356, 2366 (2019). In this

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case, the information in this filing is customarily treated as confidential and is in fact treated as confidential by Hamilton, and thus should be covered by Exemption 4.

4. 0.459(b)(4): Explanation of the degree to which the information concerns a service that is subject to competition: IP CTS is a competitive service with at least six competitors to Hamilton.
5. 0.459(b)(5): Explanation of how disclosure of the information could result in substantial competitive harm: Substantial competitive injury would result from the disclosure of the Redacted Materials, by providing Hamilton's competitors with ready access to confidential information about Hamilton's internal processes and strategic efforts. Hamilton has expended considerable funds and resources for the development of its IP CTS offering, which would be compromised through public disclosure.
6. 0.459(b)(6): Identification of any measures taken by the submitting party to prevent unauthorized disclosure: Hamilton requires that its employees treat the Redacted Materials as confidential and privileged. In keeping with this practice, Hamilton has requested confidential treatment of the Redacted Materials by the Commission.
7. 0.459(b)(7): Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties: The Redacted Materials are proprietary and not routinely available to the public. Certain portions of the Redacted Materials may be submitted to various state TRS programs as part of a Request For Proposal bid process or for a state certification, and portions of that information are submitted in redacted form.
8. 0.459(b)(8): Justification of the period during which the submitting party asserts that material should not be available for public disclosure: Hamilton requests that the Commission withhold the Redacted Materials indefinitely. As long as the Internet-based relay industry remains competitive, the public interest will be served if the Commission maintains the confidentiality of the Redacted Materials, in order to foster an environment in which regulated entities may submit sensitive materials for agency review without risking public disclosure and thus competitive harm.

**REDACTED FOR PUBLIC INSPECTION**

Before the  
**FEDERAL COMMUNICATIONS COMMISSION**  
Washington, DC 20554

In the Matter of )  
 )  
Structure and Practice of the Video Relay Service ) CG Docket No. 10-51  
Program )  
 )  
Telecommunications Relay Services and ) CG Docket No. 03-123  
Speech-to-Speech Services for )  
Individuals with Hearing and Speech Disabilities )  
 )  
Internet-based TRS Certification Application of )  
Hamilton Relay, Inc. )

To: Secretary, FCC  
For: Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program

**SIXTH AMENDMENT TO APPLICATION OF HAMILTON  
RELAY, INC. FOR CERTIFICATION AS A PROVIDER OF  
INTERNET PROTOCOL CAPTIONED TELEPHONE  
SERVICES**

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July 9, 2021

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Before the  
**FEDERAL COMMUNICATIONS COMMISSION**  
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To: Secretary, FCC  
For: Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program

**SIXTH AMENDMENT TO APPLICATION OF HAMILTON RELAY, INC.  
FOR CERTIFICATION AS A PROVIDER INTERNET PROTOCOL  
CAPTIONED TELEPHONE SERVICES**

Hamilton Relay, Inc. (“Hamilton”), by its counsel and pursuant to Sections 1.65(a) and 64.606(a)(2) of the Commission’s rules<sup>1</sup> and the Commission’s 2018 *Declaratory Ruling*,<sup>2</sup> hereby submits this sixth amendment to its December 5, 2011 application (the “Application”) for federal certification as a provider of Internet Protocol Captioned Telephone Services (“IP CTS”).<sup>3</sup> In this amendment, Hamilton seeks permission to provide Automated Speech Recognition-Only IP CTS (“ASR-only IP CTS” or “ASR-only”) in whole or in part, alongside

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<sup>1</sup> 47 C.F.R. §§ 1.65(a), 64.606(a)(2).

<sup>2</sup> *Misuse of Internet Protocol (IP) Captioned Telephone Service; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Declaratory Ruling, Further Notice of Proposed Rulemaking, and Notice of Inquiry, 33 FCC Rcd 5800 (2018) (“*Declaratory Ruling*”) (subsequent history omitted).

<sup>3</sup> Previous amendments to the Application were filed on May 8, 2012 (“First Amendment”), January 16, 2013 (“Second Amendment”), July 11, 2013 (“Third Amendment”), December 4, 2014 (“Fourth Amendment”), and December 11, 2017 (“Fifth Amendment”). Hamilton also provided updates to its Application in its December 5, 2019 Annual Report and December 7, 2020 Annual Report. Collectively, they comprise Hamilton’s Application.

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or, on an initial basis, as a replacement for its current Communications Assistant (“CA”) IP CTS in certain limited circumstances.<sup>4</sup> Consistent with the *Declaratory Ruling*, ASR-only IP CTS here means “ASR alone, without CA participation in the creation of captions.”<sup>5</sup>

### I. DESCRIPTION OF ASR-ONLY OFFERING

Hamilton requests federal certification of an ASR-only IP CTS offering to supplement Hamilton’s currently authorized CA IP CTS. For nearly two decades, Hamilton’s CA IP CTS offering has provided high-quality, functionally equivalent service to individuals who are hard of hearing. Hamilton, with its partners, has continually improved the quality of IP CTS over this time, especially as voice recognition technology has improved to assist CAs. Hamilton’s CA IP CTS offering has always used a speech recognition component to generate captions for IP CTS users, with CAs correcting and otherwise ensuring the quality of the captions delivered to users. Although Hamilton’s rigorous testing methods continue to indicate that a CA IP CTS offering remains superior to ASR-only,<sup>6</sup> Hamilton has been preparing the roll-out of an ASR-only offering that meets the Commission’s mandatory minimums and provides a functionally equivalent IP CTS experience to IP CTS users.<sup>7</sup> Specifically, Hamilton has tested its proposed

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<sup>4</sup> Although Hamilton has previously opposed ASR applications by other providers due to lingering concerns about functional equivalence and inferiority to CA IP CTS, which Hamilton still believes is true if ASR is not used appropriately, Hamilton has determined that a limited use of ASR-only, in certain circumstances, is now feasible. Hamilton believes that ASR technology will continue to improve over time, and that Hamilton will be able to expand its use of ASR-only as ASR technology begins to enable functionally equivalent service in a broader range of settings.

<sup>5</sup> *Id.* n.41.

<sup>6</sup> *See, e.g.*, Ex Parte Letter of Hamilton Relay, Inc. and Captel, Inc./Ultratec, Inc., CG Docket Nos. 13-24, 03-123 (filed Apr. 8, 2021); Ex Parte Letter of Hamilton Relay, Inc. and Captel, Inc./Ultratec, Inc., CG Docket Nos. 13-24, 03-123 (filed Apr. 10, 2021) (finding that during 5,000 test calls, ASR-only averaged 90% accuracy, while calls involving a CA making corrections improved the accuracy to 98% on average).

<sup>7</sup> To this end, Hamilton applauds the Commission for issuing a Notice of Proposed Rulemaking on IP CTS caption quality metrics, including ASR-only metrics. *Misuse of Internet Protocol (IP)*

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ASR-only offering using the same methods by which it ensures the quality of its CA IP CTS offering, as well as methodologies modeled on testing conducted by the Commission's contractor in connection with other ASR-only applicants. Hamilton's testing, which utilizes far more test scripts than the National Test Lab ("NTL"), demonstrates that Hamilton's ASR-only service is on par with the results submitted by the NTL for currently authorized ASR-only providers. Hamilton welcomes the opportunity for the NTL to verify these results.

On an initial basis, Hamilton proposes to use ASR-only in limited circumstances, and only when deemed necessary to supplement its CA IP CTS offering, such as during a disaster when a CA call center may be unavailable. In addition, a user will be able to specifically request ASR-only captions as their primary method of captioning, subject to additional educational training for the user about the benefits and potential limitations of ASR-only IP CTS, and an acknowledgement by the user about those limitations.<sup>8</sup> In both situations, users will be able to switch from ASR-only to CA IP CTS during the call.<sup>9</sup> Hamilton's captioning display screen will provide a visual indicator that captions are being generated solely by ASR in such instances.

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*Captioned Telephone Service; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Structure and Practices of the Video Relay Service Program*, Report and Order, Order on Reconsideration, and Notice of Proposed Rulemaking, 35 FCC Rcd 10866 (2020). Hamilton again urges the Commission to swiftly promulgate rules on caption quality. *See, e.g.*, Comments of Hamilton Relay, Inc., CG Docket Nos. 03-123, 10-51, and 13-24 (filed Mar. 3, 2021); Joint Reply Comments of CaptionCall, LLC; ClearCaptions, LLC; Hamilton Relay, Inc.; Mezmo Corporation dba InnoCaption; T-Mobile USA, Inc.; and Ultratec, Inc., CG Docket Nos. 03-123, 10-51, and 13-24 (filed Apr. 2, 2021); *Ex Parte* Notice from David O'Connor, Counsel for Hamilton Relay, Inc., to Marlene H. Dortch, Secretary, FCC, CG Docket Nos. 13-24, 03-123, at 1-2 (filed Nov. 15, 2019).

<sup>8</sup> Even though ASR-only would be the primary captioning method for these users, Hamilton will continue to use CA IP CTS to generate captions during 911 calls until further notice.

<sup>9</sup> After switching from ASR-only to CA IP CTS, users will not be able to alternate captioning methods during a call. Hamilton ultimately intends to provide user equipment with a button or icon to allow users to voluntarily switch to ASR-only IP CTS, if they wish. Such a button or



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Hamilton anticipates that the majority of calls will continue to be captioned with the assistance of live CAs, at least on an initial basis, and that CA IP CTS will remain the preferred method for delivering most captions until rigorous testing and practical usage confirms that ASR-only has become functionally equivalent for all users in all respects.

Attachment A provides a call flow demonstrating how ASR-only IP CTS will be introduced into Hamilton's service.<sup>10</sup> The ASR engine that Hamilton intends to utilize is

**[BEGIN CONFIDENTIAL MATERIAL]**

**[END CONFIDENTIAL MATERIAL]**

Other than a visual indicator, Hamilton's CA IP CTS and its ASR-only IP CTS will continue to be transparent to the user, who will continue to see the captions of other parties on

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icon should not be a requirement of mixed CA and ASR-only IP CTS offerings because the technology remains nascent. *See Ex Parte* Letter from David A. O'Connor, Counsel for Hamilton Relay, Inc., to Marlene H. Dortch, FCC, CG Docket Nos. 13-24, 03-123 (filed Nov. 15, 2019) (discussing new research in ASR-only IP CTS, CA-assisted IP CTS, and the use of switch button for callers, including the need for further research with respect to a switch button).

<sup>10</sup> Due to limitations in the PSTN network, ASR-only IP CTS is currently limited to IP traffic.

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the call, creating a functionally equivalent service. Hamilton's internal call quality processes will continue to ensure the high quality of both CA and ASR-only IP CTS captions.

### II. UPDATES TO SECTION II OF HAMILTON'S APPLICATION

Hamilton is committed to meeting all applicable non-waived mandatory minimum standards for IP CTS in compliance with Section 64.604.<sup>11</sup> With respect to non-waived standards, additional information applicable to ASR-only IP CTS is provided below in Section III. Hamilton includes biographies and responsibilities of Hamilton's directors, in addition to other key Relay personnel, as Attachment B hereto. In addition, other individuals that assist as needed in the management of Hamilton are listed in the organizational chart attached hereto as Attachment C.<sup>12</sup>

### III. COMPLIANCE WITH OPERATIONAL AND TECHNICAL STANDARDS

As described below, Hamilton's ASR-only IP CTS offering complies with the non-waived technical and operational standards set forth in Section 64.604 for IP CTS.<sup>13</sup> Consistent with the ASR-only certifications issued to other IP CTS providers, Hamilton requests a waiver of the requirement for a consumer's written self-certification to state that "[t]he consumer understands that the captioning on captioned telephone service is provided by a live communications assistant who listens to the other party on the line and provides the text on the captioned phone."<sup>14</sup> Specifically, to reflect Hamilton's mixed use of ASR and CA IP CTS,

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<sup>11</sup> 47 C.F.R. § 64.604.

<sup>12</sup> Hamilton will provide any additional necessary updates to its application in its next annual report, to be filed in December 2021.

<sup>13</sup> Hamilton does not address herein aspects of its Application that remain current and would be unchanged by the integration of ASR-only IP CTS into Hamilton's IP CTS offering.

<sup>14</sup> See, e.g., *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Memorandum Opinion and Order, 35 FCC Rcd 4568 ¶ 30 (CGB 2020) (granting MachineGenius a waiver of 47 CFR § 64.611(j)(1)(v)) ("*First ASR-Only*

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Hamilton requests that a consumer’s written self-certification state that “[t]he consumer understands that the captioning on captioned telephone service *may be* provided by a live communications assistant who listens to the other party on the line and provides the text on the captioned phone.”

Hamilton provides CapTel Service, including IP CTS, through a subcontractor relationship with Captioned Telephone, Inc. (“CTI”) of Madison, Wisconsin.<sup>15</sup> Hamilton subcontracts certain aspects of IP CTS including the technology, equipment, and certain captionists with CTI. CTI will also be used as a subcontractor for Hamilton’s ASR-only offering, including monitoring the quality of ASR calls to ensure the ASR engine is performing satisfactorily.

Below, Hamilton provides specific information about compliance with the non-waived mandatory minimum standards for ASR-only IP CTS.<sup>16</sup>

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*Conditional Grant*”); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Memorandum Opinion and Order, 35 FCC Rcd 5635 (CGB 2020) (granting conditional certification to provide Internet Protocol Captioned Telephone Service (IP CTS) using only automatic speech recognition (ASR) technology to Clarity Products, LLC) (“*Second ASR-Only Conditional Grant*”).

<sup>15</sup> The Commission has expressly acknowledged subcontractor relationships with respect to IP CTS. *See, e.g., Declaratory Ruling* ¶ 36 (requiring providers to identify “subcontractor expenses”), ¶¶ 73-74 (discussing subcontractor expenses).

<sup>16</sup> Hamilton notes that on August 22, 2014, the Commission adopted a *Report and Order* which permanently exempted IP CTS providers from various mandatory minimum standards and terminated certain existing waivers *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities; Waivers of ITRS Mandatory Minimum Standards*, Report and Order, Declaratory Ruling, and Further Notice of Proposed Rulemaking, 29 FCC Rcd 10697 (2014) (“*2014 Waiver Order*”). On August 6, 2020, the Commission repealed the equal access and billing options requirements. *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, 35 FCC Rcd 8359 (2020).

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### A. Communications Assistants<sup>17</sup>

The Commission has clarified that certain requirements that generally apply to CAs do not apply to captioned telephone CAs. More recently, Commission staff explained that in order to meet the CA requirements applicable to ASR-only IP CTS, the ASR-only service must be “designed to effectively meet the needs of its users, must achieve the same level of competence in caption production, grammar, and spelling that is required for CA-assisted IP CTS under section 64.604(a)(1) of the Commission’s rules, and must produce captions at a rate of at least 60 words per minute.”<sup>18</sup> Hamilton’s ASR-only IP CTS service is designed to effectively meet the needs of its users. In tests and simulations, Hamilton’s ASR-only IP CTS achieves the level of competence in caption production, grammar, and spelling that is required for CA-assisted IP CTS under section 64.604(a)(1) of the Commission’s rules, and produces captions at a rate of at least 60 words per minute. Further, consistent with other approved ASR-only applications, Hamilton’s offering provides “typing, grammar, and spelling of captions [that is] ‘competent,’ and conversations [that are] transcribed ‘verbatim,’ with no intentional alteration of content unless a user specifically requests summarization.”<sup>19</sup> Hamilton is willing to submit to testing by the Commission and NTL to verify these results.

### B. Confidentiality of Calls<sup>20</sup>

IP CTS CAs are prohibited from maintaining any records of conversation content and are required to keep the existence and content of all calls confidential. Hamilton has agreements in

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<sup>17</sup> 47 C.F.R. § 64.604(a)(1).

<sup>18</sup> *First ASR-Only Conditional Grant* n.85 (citing 47 CFR § 64.604 (a)(1)(i)-(iii); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Declaratory Ruling, 18 FCC Rcd 16121, 16134-35 ¶¶ 37-39 (2003)).

<sup>19</sup> *Second ASR-Only Conditional Grant* ¶ 7 (citing 47 CFR § 64.604(a)(1)(ii), (2)(ii)). ASR provides real-time transcription, without the ability to intentionally alter the content of the conversation or summarization.

<sup>20</sup> 47 C.F.R. § 64.604(a)(2).

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place with its technology vendors to ensure the confidentiality of ASR-only conversations, and to continue using the quality control methods that Hamilton has had in place for over 15 years to maintain call confidentiality. Specifically, Hamilton employs internal methods to ensure that all relay users' confidentiality is maintained, including the restriction of access to its call centers and the partitioning of CAs into individual cubicles or compliant at-home environments to ensure relay call privacy.

Hamilton's ASR-only technology vendors similarly have agreed to maintain the confidentiality of all calls processed. Specifically, they have agreed not to collect, store, cache, or otherwise retain the content (audio or captions) of any IP CTS conversation once the call has concluded. Further, they may not use, monitor, capture, analyze, or sell the content of the call in a way that would violate call confidentiality.

Hamilton and CTI process call detail records, registration, and other user information needed to comply with the Commission's registration and reimbursement rules. Hamilton's ASR-only service will only use quality assurance CAs for quality control, similar to the quality assurance CAs who ensure that CAs are performing sufficiently and, where necessary, to ensure that they receive required additional training.

All information about users of Hamilton's IP CTS offerings will be treated confidentially and will not be sold, distributed, shared or divulged by Hamilton or any of its employees, unless divulging such information is compelled in compliance with the Commission's rules or applicable law.

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### C. Types of Calls<sup>21</sup>

IP CTS CAs are prohibited from limiting the length of a call and are required to stay with a call for a minimum of ten minutes when answering and placing a call. Hamilton's ASR technology transcribes captions for the full duration of the call, however long. Hamilton transmits conversations between IP CTS and voice callers in real time. Hamilton's ASR-only service is capable of handling any type of call normally provided by telecommunications carriers, except for those types of calls and call functionality that specifically have been waived for IP CTS services.<sup>22</sup> Hamilton also offers and assists with voice mail and message recording services, and immediately informs users of the presence of any recorded messages and relay information conveyed by the recording. Hamilton will transcribe all answering machine and voice mail messages for users who have such capabilities and will automatically send a notification to the user when such message transcriptions become available.<sup>23</sup>

Hamilton's ASR-only IP CTS service allows for three-way calling functionality. Hamilton also offers speed dialing functionality.

### D. Handling of Emergency Calls<sup>24</sup>

Hamilton has implemented and utilizes a system which ensures that an emergency call is prioritized over other non-emergency calls.<sup>25</sup> Using its existing system, Hamilton will use live CAs to generate captions for any calls recognized with a 911 counterparty. Until further notice, all emergency call handling will be conducted through CA IP CTS and not ASR-only.

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<sup>21</sup> *Id.* § 64.604(a)(3).

<sup>22</sup> *2014 Waiver Order.*

<sup>23</sup> *See Second ASR-Only Conditional Grant* (affirming that this functionality by an ASR-only IP CTS service can meet 47 C.F.R. § 64.604(a)(3)(viii) without the need for a waiver).

<sup>24</sup> 47 C.F.R. § 9.14.

<sup>25</sup> *See id.* § 9.14(b)(2)(ii).

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**E. Speed of Answer<sup>26</sup>**

Subject to the COVID-19 waiver that is currently in place until August 31, 2021,<sup>27</sup> Hamilton generally answers 85% of all IP CTS calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold, and Hamilton ensures that its technology and licenses are adequate to ensure an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons. As an experienced IP CTS provider, Hamilton communicates with CTI and its ASR vendors frequently to project future demand so that all standards can be met. Hamilton expects that its ASR-only IP CTS offering will only improve its speed of answer by answering all calls within a few seconds. Hamilton and its partners will continue to ensure reporting mechanisms and alarm systems are in place to detect and record failures.

Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. Hamilton commits to ensuring that no more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour.

**F. IP CTS Facilities<sup>28</sup>**

Hamilton ensures that IP CTS is available 24-hours per day, 7-days per week, and 365-days per year. Hamilton and CTI have the needed redundancy in switching mechanisms and telecommunications facilities to ensure operation 24 hours a day. Hamilton's ASR-only offering will similarly be available around-the-clock with redundant systems for power and automatic fallback switching to alternative facilities, so that it may be used whenever necessary.

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<sup>26</sup> 47 C.F.R. § 64.604(b)(2).

<sup>27</sup> *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Order, CG Dockets No. 03-123, 10-51 (CGB rel. Feb. 18, 2021).

<sup>28</sup> *Id.* § 64.604(b)(4).

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**G. Data Collection and Audits<sup>29</sup>**

Hamilton will provide the identification number for its ASR system in the CA identification number field in call detail records, or provide other ASR-identifying information as the TRS Fund Administrator directs.<sup>30</sup> Other than the ASR identification number, Hamilton will use the same billing, data collection and retention, and audit processes for ASR-only IP CTS as CA IP CTS.

**IV. DECLARATION**

In compliance with Section 64.606(a)(2)(v), the declaration of a senior executive officer of Hamilton is enclosed with this amendment.

**V. CONCLUSION**

For the reasons set forth above and in the Application, Hamilton submits that it has satisfactorily demonstrated compliance with all requirements for federal certification of its IP CTS offering, including ASR-only, and that the public interest would be served by a grant of the Application.

Respectfully submitted,

HAMILTON RELAY, INC.

By: /s/ David A. O'Connor

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July 9, 2021

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<sup>29</sup> *Id.* § 64.604(c)(5)(iii)(D).

<sup>30</sup> *First ASR-Only Conditional Grant* ¶ 28 (discussing compliance with 47 C.F.R. § 64.604(c)(5)(iii)(D)(I)).

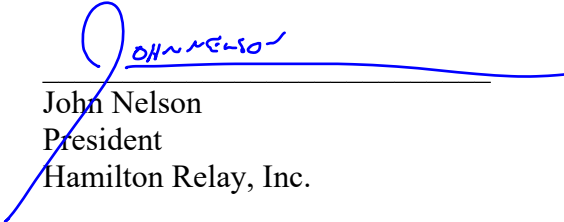


**DECLARATION OF JOHN NELSON, PRESIDENT  
OF HAMILTON RELAY, INC.**

In compliance with 47 C.F.R. § 64.606(a)(2)(v), I declare under penalty of perjury that I am John Nelson, President, an officer of the above-named applicant, and that I have examined the foregoing submissions, and that all information required under the Commission's rules and orders has been provided and all statements of fact, as well as all documentation contained in this submission, are true, accurate, and complete.

I hereby certify that neither Hamilton Relay, Inc. nor any affiliated party or person to the application is subject to a denial of federal benefits pursuant to Section 5301 of the Anti-Drug Abuse Act of 1988, 21 U.S.C. § 862; 47 C.F.R. § 1.2001.

Signed and dated this 8<sup>th</sup> day of July, 2021.

  
\_\_\_\_\_  
John Nelson  
President  
Hamilton Relay, Inc.

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**LIST OF ATTACHMENTS**

Attachment A Call Flow  
Attachment B Biographies  
Attachment C Organizational Chart

Attachments are redacted in their entirety.