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**BY ELECTRONIC FILING**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street SW, Room 3-C423  
Washington D.C. 20554

**Re: Modification to the Internet-based TRS Certification Application of Sprint Communications Company L.P., CG Docket No. 10-51, File No. \_\_\_\_\_**

Dear Ms. Dortch:

On December 5, 2011, Sprint Communications Company L.P. (“Sprint”) filed the above-captioned application in the above-referenced docket as required by 47 CFR § 64.606(a)(2)(i)-(iv) seeking Federal Communications Commission (“FCC”) authority to continue to provide, *inter alia*, its Internet-based Telecommunications Relay Services (“iTRS”). Pursuant to 47 CFR §§1.65 and 64.606(f), this letter is to notify the Commission of a substantial change in Sprint’s iTRS services.

As part of Sprint’s continuing efforts to improve its IP Relay services, on August 28, 2018, Sprint launched a new version of its web portal – [www.sprintip.com](http://www.sprintip.com). Sprint automated registration and identity verification to allow users to obtain a 10-digit number more quickly. Sprint also improved the accessibility of the website for people who are DeafBlind or have low vision. These changes provide users with customizable display features such as changing the text size and colors/contrast. Sprint responded to user feedback by simplifying the conversation screen, and Sprint added a Customer Notes field which allows users to inform Communications Assistants (“CA”) about additional preferences such as requesting a male or female CA or requesting a faster or slower pace of Relay transmissions.

Finally, Sprint made improvements to both its web portal and the mobile application in support of Sprint’s “one number” effort which will allow users the ability to have just one 10-digit telephone number that can be used for both the web and mobile versions of Sprint IP Relay. Again, this improvement is in direct response to user feedback, and it will result in a more efficient use of numbering resources.

If you have any questions or need additional information, please contact me.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Scott R. Friedman". The signature is fluid and cursive, with a long horizontal stroke at the end.

Cc (via email): Karen Peltz Strauss  
Eliot Greenwald  
Bob Aldrich  
trsreports@fcc.gov