SQUIRE PATTON BOGGS

Squire Patton Boggs (US) LLP
2550 M Street, NW
Washington, DC 20037

O +1 202 457 6000
F +1 202 457 6315
squirepattonboggs.com

Paul C. Besozzi
T +1 202 457 5292
Paul.Besozzi@squirepb.com

September 30, 2016

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

Ms. Alison Kutler
Chief, Consumer & Governmental Affairs Bureau
TRS Certification Program
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: **REDACTED – FOR PUBLIC INSPECTION**
Purple Communications, Inc.
CG Docket No. 10-51

Dear Ms. Dortch and Ms. Kutler:

Purple Communications, Inc. (Purple), pursuant to Sections 0.457 and 0.459 of the Federal Communications Commission's rules, hereby submits one original and one copy of a redacted version of an update to Purple's application for full certification as a provider of Internet-based TRS (iTRS) and request for renewal of Purple's conditional certification as a provider of iTRS, filed by Purple on September 30, 2016. Purple is also submitting an electronic copy of the redacted version in the above-captioned docket in ECFS.

All information contained after the heading *****BEGIN CONFIDENTIAL***** and before the close heading *****END CONFIDENTIAL***** is confidential. All material contained inside those headings is proprietary commercial and business information that is

44 Offices in 21 Countries

Squire Patton Boggs (US) LLP is part of the international legal practice Squire Patton Boggs, which operates worldwide through a number of separate legal entities.

Please visit squirepattonboggs.com for more information.

not customarily disclosed to the public or within the industry and is subject to Exemption 4 under the Freedom of Information Act.[1]

As this information is submitted voluntarily and absent any requirement by statute, regulation, or the Commission, Purple requests that, in the event that the Commission denies Purple's request for confidentiality, the Commission return the materials without consideration of the contents therein.[2]

Should you have any questions concerning the foregoing information, please contact the undersigned.

Respectfully submitted,

Paul C. Besozzi
Squire Patton Boggs (US) LLP
2550 M Street, NW
Washington, DC 20037
202-457-5292
Counsel to Purple Communications, Inc.

cc: Eliot Greenwald
Bob Aldrich

[1] 5 U.S.C. § 552(b)(4).

[2] 47 C.F.R. § 0.459(e).

REDACTED – FOR PUBLIC INSPECTION

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the Matter of	)	
	)	
Structure and Practices of the Video Relay Service Program	)	CG Docket No. 10-51
	)	
	)	
	)	
	)	

INTERNET-BASED TRS CERTIFICATION APPLICATION

Update to Application for Full Certification

Request for Renewal of Conditional Certification

PURPLE COMMUNICATIONS, INC.

Michael Strecker
Vice President of Regulatory & Strategic Policy
PURPLE COMMUNICATIONS, INC.
595 Menlo Drive
Rocklin, CA 95765

Lydia Yomogida
Senior Manager Legal & Compliance Director
PURPLE COMMUNICATIONS, INC.
595 Menlo Drive
Rocklin, CA 95765

September 30, 2016

CONTENTS

I. Introduction and Summary 4

II. Form of iTRS to Be Provided (47 C.F.R. § 64.606(a)(2)(i)) 5

III. Meeting Non-Waived Minimum Standards (47 C.F.R. § 64.606(a)(2)(ii)) 6

IV. VRS Call Center Leases 18

A. Leases for U.S. Call Centers and U.S. Call Center List (47 C.F.R. § 64.606(a)(2)(ii)(A)(2)) 18

B. Leases for Call Centers Outside of the United States (47 C.F.R. § 64.606(a)(2)(ii)(A)(3)) 19

V. Technology and Equipment Used to Support VRS Call Center Functions (47 C.F.R. § 64.606(a)(2)(ii)(A)(4)) 19

A. Description of Technology and Equipment (47 C.F.R. § 64.606(a)(2)(ii)(A)(4)) 19

B. Copies of Purchase, Lease, or License Agreements for Technology and Equipment (47 C.F.R. § 64.606(a)(2)(ii)(A)(6)) 19

C. Technology and Equipment in Non-U.S. VRS Call Centers (47 C.F.R. § 64.606(a)(2)(ii)(A)(7)) 20

D. ACD Lease or License Agreement (47 C.F.R. § 64.606(a)(2)(ii)(A)(8)) 20

VI. Entities With Ownership / Control Interest (47 C.F.R. § 64.606(a)(2)(ii)(B)) 20

VII. Description of Organizational Structure (47 C.F.R. § 64.606(a)(2)(ii)(B)) 20

VIII. Names of Executives, Officers, Members of Board (47 C.F.R. § 64.606(a)(2)(ii)(B)) 21

IX. Number of TRS Employees (47 C.F.R. § 64.606(a)(2)(ii)(C)) 21

X. Maintaining Copies of Employment Agreements, Employee List (47 C.F.R. § 64.606(a)(2)(ii)(D)) 21

XI. List of Sponsorship Agreements (47 C.F.R. § 64.606(a)(2)(ii)(E)) 22

XII. Description of Complaint Procedures (47 C.F.R. § 64.606(a)(2)(iii)) 22

XIII. Statement Regarding Annual Compliance Reports (47 C.F.R. § 64.606(a)(2)(iv)) 23

XIV. Compliance Plan (47 C.F.R. § 64.606(g)(3)) 23

XV. Certification (47 C.F.R. § 64.606(a)(2)(v)) 24

LIST OF EXHIBITS

EXHIBIT 1 – Corporate Stakeholders and Officers, Organizational Structure

EXHIBIT 2 – Number of Purple Communications, Inc. Employees Involved in VRS Operations

EXHIBIT 3 – Lease Agreements for Madison, WI Call Center

EXHIBIT 4 – Lease Agreements for Atlanta, GA Call Center

EXHIBIT 5 – Lease Agreements for El Paso, TX Call Center

EXHIBIT 6 – Lease Agreements for Tempe, AZ Call Center

EXHIBIT 7 – Lease Agreements for Vancouver, WA Call Center

EXHIBIT 8 – Complete List of Purple VRS Call Centers

EXHIBIT 9 – Description of Technology and Equipment Used to Support Call Center Functions

EXHIBIT 10 – Copies of Purchase, Lease, or License Agreements for Technology and Equipment Used to Support Call Center Functions in Purple Call Centers Located in: Madison, WI; Atlanta, GA; El Paso, TX; Tempe, AZ; and Vancouver, WA

EXHIBIT 11 – List of All Sponsorship Arrangements Relating to VRS

EXHIBIT 12 – Section 64.604(c)(13) Compliance Plan

EXHIBIT 13 – CPNI Certification and Statement

I. Introduction and Summary

Pursuant to 47 C.F.R. §§ 64.606(a)(2) and 64.606(c)(2), and in accordance with the Commission's Orders released on July 28 and October 17, 2011,[1] Purple Communications, Inc. ("Purple") submits this update to its application for full certification and request for renewal of its conditional certification as a provider of Internet-based telecommunications relay service ("iTRS").[2]

Purple provides Video Relay Service ("VRS") to enable deaf and hard of hearing persons to communicate via telephone. Originally certified to provide VRS in 2006, Purple, formerly GoAmerica, Inc., has established itself as the second largest VRS provider. With over 100 deaf employees, Purple has developed a reputation amongst our consumers for providing fast answer speeds and high quality and reliable products and for working diligently to ensure that all of our interpreters exceed the standards expected by our consumers.

Since 2006, Purple has provided an innovative suite of communication services for individuals with hearing loss. Purple's services are designed for delivery on a variety of platforms, including personal computers, purpose-built videophones and mobile devices. Purple has demonstrated its commitment to actively and responsively working with its customers to ensure that its services meet their needs.

---

[1] *See* 47 C.F.R. §§ 64.606(a)(2), (c)(2); *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51, Second Report and Order and Order, FCC 11-118 (July 28, 2011); *Structure and Practices of the Video Relay Service Program* et al., CG Docket No. 10-51, FCC 11-155 (Oct. 17, 2011).

[2] *See* Purple Communications, Inc., *Application for Re-Certification as an Eligible VRS and IP Relay Provider*, CG Docket No. 03-123 (Mar. 8, 2011); *Notice of Conditional Grant of Application of Purple Communications, Inc. for Recertification as a Provider of Video Relay and Internet Protocol Relay Service Eligible for Compensation for the Interstate Telecommunications Relay Service (TRS) Fund,* CG Docket No. 03-123, Public Notice, DA 12-4 (Jan. 4, 2012) ("Purple Conditional Certification PN").

ClearCaptions LLC ("ClearCaptions"), currently a subsidiary of Purple, provides Internet Protocol Captioned Telephone Service ("IP CTS") to enable hard of hearing persons to communicate via telephone. As part of a contemplated corporate reorganization as a result of which ClearCaptions would cease to be a wholly-owned subsidiary of Purple, ClearCaptions is seeking its own certification as a provider of IP CTS. ClearCaptions filed its Internet-based TRS Certification Application with the Commission on April 18, 2016.[3]

II. Form of iTRS to Be Provided (47 C.F.R. § 64.606(a)(2)(i))

Purple currently provides and hereby seeks full certification and renewal of its conditional certification to provide Video Relay Service, or VRS. Purple, formerly GoAmerica, Inc., was initially granted certification to provide VRS on June 9, 2006.[4] Purple's certification was extended on May 6, 2011 and October 26, 2011.[5] Purple was granted a conditional certification to provide VRS on January 4, 2012.[6]

---

[3] ClearCaptions LLC, *Internet-Based TRS Certification Application,* CG Docket No. 03-123 (filed Apr. 18, 2016).

[4] *See Notice of Certification of GoAmerica, Inc., as a Provider of Internet Protocol Relay (IP Relay) and Video Relay Service (VRS) Eligible for Compensation from the Interstate Telecommunications Relay Service (TRS) Fund,* CG Docket No. 03-123, Public Notice, DA 06-1244 (June 9, 2006).

[5] *See Consumer and Governmental Affairs Bureau Announces Extension of Expiring Certifications for Providers of Internet-based Telecommunications Relay Services,* CG Docket Nos. 03-123 & 10-51, Public Notice, 26 FCC Rcd 6737 (May 6, 2011) (extending Purple's certification to November 4, 2011); *Consumer and Governmental Affairs Bureau Extends Expiring Certifications for Certain Providers of Video Relay Service and IP Relay Service,* CG Docket Nos. 03-123 & 10-51, Public Notice, 26 FCC Rcd 15157 (October 26, 2011) (extending Purple's certification to January 4, 2012).

[6] *See* Purple Conditional Certification PN.

III. Meeting Non-Waived Minimum Standards (47 C.F.R. § 64.606(a)(2)(ii))

The chart below details how Purple will continue to meet all of the non-waived minimum standards applicable to VRS.

STANDARD	WAIVER	PURPLE'S COMPLIANCE
CA Training 47 C.F.R. § 64.604(a)(1)		To ensure that its VRS communications assistants (CAs) are sufficiently trained to effectively meet the specialized needs and unique communication needs of deaf and hard of hearing persons, Purple has developed a robust VRS CA training program that includes over *****BEGIN CONFIDENTIAL***** [redacted] *****END CONFIDENTIAL***** The training content includes clear definitions of FCC relay rules, and how these rules impact call handling choices and policy.*****BEGIN CONFIDENTIAL***** [redacted] *****END CONFIDENTIAL*****
CA Skills and Qualifications 47 C.F.R. § 64.604(a)(1)(ii & iv)		Each VRS CA that passes Purple's training program is: competent in the required skills; familiar with hearing and speech disability cultures, languages and etiquette; possesses clear and articulate voice communications; and is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.
Ten Minute Rule 47 C.F.R. § 64.604(a)(1)(v)		Purple ensures that all CAs that answer or place a VRS call shall stay with the call for a minimum of ten minutes, except if the call is terminated, or as necessary where the party using sign language or the VRS CA find that they are not communicating effectively given the nature of the call (in such

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		circumstances, the call may be transferred to another CA).[7] This time period begins to run when the CA reaches the called party.
Gender Preference 47 C.F.R. § 64.604(a)(1)(vi)		Purple makes best efforts to accommodate the customers' requests regarding the gender of the CA handling their calls when a call is initiated, if a call transfers, and at the time the call is transferred to another CA.
Confidentiality Rule 47 C.F.R. § 64.604(a)(2)(i)		Purple prohibits its CAs from disclosing the content of any relayed conversation, except as authorized by 47 U.S.C. § 605, and specifies that they may not keep record of the contents of communications handled beyond the duration of the call.
Accuracy/No Altering Rule 47 C.F.R. § 64.604(a)(2)(ii)		Purple prohibits its CAs from altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone facilities for illegal purposes, requires that conversations be properly translated without intentional alteration, conveying both the content and spirit of the message, except where the relay user specifically requests summarization or as necessary to provide information to emergency responders. Purple takes appropriate measures to ensure that the confidentiality of VRS users is maintained.
Sequential Calling 47 C.F.R. § 64.604(a)(3)(i)		Purple prohibits its CAs from refusing single or sequential calls.
Call Length 47 C.F.R. § 64.604(a)(3)(i)		Purple prohibits its CAs from limiting the number or length of calls.
Types of Calls 47 C.F.R. § 64.604(a)(3)(ii)	Partial Conditional Exemption[8]	Purple does not limit the number, type or length of calls utilizing relay services. Purple does not charge relay callers for long distance calling service.

---

[7] See *Telecommunications Relay Services & Speech-to-Speech Services for Individuals with Hearing & Speech Disabilities*, CG Docket Nos. 10-51 & 03-123, Order, 21 FCC Rcd 6733, 6736 ¶ 9 (2006) ("If the party using sign language or the VRS CA find that they are not communicating effectively given the nature of the call, the VRS provider may have another CA handle the call without violating the 10-minute in-call replacement rule.").

[8] 47 C.F.R. § 64.604(a)(3)(ii); *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Report and Order, Order, Declaratory Ruling, and Further Notice of Proposed Rulemaking, FCC 14-

STANDARD	WAIVER	PURPLE'S COMPLIANCE
One-Line VCO, Two-Line VCO 47 C.F.R. § 64.604(a)(3)(v)(B)	Partial Waiver[9]	Purple supports two-line VCO for all VRS users. Additionally, Purple supports one-line VCO by providing at least one form of iTRS access technology that supports this functionality.
One-Line HCO, Two-Line HCO 47 C.F.R. § 64.604(a)(3)(v)	Partial Waiver[10]	Purple supports two-line HCO for all VRS users. Additionally, Purple supports one-line HCO by providing at least one form of iTRS access technology that supports this functionality.
Speed Dialing 47 C.F.R. § 64.604(a)(3)(vi)(B)		Purple provides speed dialing functionality on the iTRS access technology that it provides to users.
Three-Way Calling 47 C.F.R. § 64.604(a)(3)(vi)(C)		Purple provides three-way calling functionality.
Recorded Messages and Interactive Menus 47 C.F.R. § 64.604(a)(3)(vii)		Purple instructs its CAs to alert VRS users to the presence of a recorded message and interactive menu and process such calls in the same manner in which the CA would process any other call. Purple electronically captures recorded messages and retains them for the length of the call. Purple does not impose any charges for additional calls that may be made by the relay user in order to complete calls involving recorded interactive messages.
Answering Machine Retrieval 47 C.F.R. § 64.604(a)(3)(viii)		When asked to do so, Purple CAs can leave voice messages on voice mail systems and retrieve voice messages for callers.
Privacy Screen 47 C.F.R § 64.604(a)(6)		Purple prohibits VRS CAs from enabling a visual privacy screen or similar feature during a VRS call (indeed Purple prohibited CAs from doing so even prior to the enactment of this rule). Purple also has internal rules requiring disconnection if either party to the call enables a privacy screen or similar feature for more than five minutes and is not otherwise

125, ¶¶ 11-15 (Aug. 22, 2014) ("*2014 Waiver Order*") (exempting iTRS providers from the "types-of-calls requirement – to the extent that this standard requires providers to offer specific billing options traditionally offered for wireline voice services – so long as providers . . . do not charge for long distance service.").

[9] *2014 Waiver Order* ¶¶ 34-35 (waiving requirement that VRS providers support one-line VCO and one-line HCO on VRS access technology distributed by another provider).

[10] *Id.*

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		responsive, or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9-1-1 call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Purple instructs its CAs to, prior to disconnecting the call, announce to both parties the intent to terminate the call, and that the CA may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.
International Calls 47 C.F.R § 64.604(a)(7)		Purple does not seek compensation for VRS calls that originate from an international IP address, with the exception of calls made by a U.S. resident who has pre-registered with Purple prior to leaving the country as provided in the Commission's rules.
Speed of Answer 47 C.F.R. § 64.604(b)(2)		Purple's VRS service will meet the speed of answer requirements – 80% of all calls for VRS are answered within 120 seconds as measured on a monthly basis.[11] It is Purple's goal to exceed the Commission's standards for speed of answer. Purple will be able to meet or exceed this requirement by: staffing sufficient CAs to provide callers with efficient access under projected calling volumes; maintaining adequate network facilities so that under projected calling volume the probability of a delayed response due to network congestion will be functionally equivalent to that experienced by a voice caller over the non-TRS telephone network; and having multiple centers with technology redundancy.
Equal Access to IXCs 47 C.F.R. § 64.604(b)(3)	Conditional Exemption[12]	Purple does not charge for long distance service and is exempt from this requirement.
24/7 Operations 47 C.F.R. § 64.604(b)(4)(i)		Purple provides VRS service every day, 24 hours per day.
Redundancy 47 C.F.R. § 64.604(b)(4)(ii)		Purple operates with redundant network equipment to ensure reliable service, including uninterruptible power supplies for emergency use.

[11] *Sorenson Communications, Inc. v. FCC*, 765 F.3d 37, 52 (D.C. Cir. 2014)

[12] *2014 Waiver Order* ¶ 15 (exempting iTRS providers from the "equal access to interexchange carriers requirement" so long as providers "do not charge for long distance service."); 47 C.F.R. § 64.604(b)(3).

STANDARD	WAIVER	PURPLE'S COMPLIANCE
At-Home Interpreting 47 C.F.R. § 64.604(b)(4)(iii)		Purple does not permit or enable its VRS CAs to relay calls from any location primarily used as his or her home.
ACD Platform 47 C.F.R. § 64.604(b)(4)(iv)		Purple developed a proprietary Automatic Call Distribution (ACD) platform and so does not lease or license an ACD platform.
Caller ID 47 C.F.R. § 64.604(b)(6)		When available, Purple automatically transmits to the called party the ten-digit number of the calling party, the number of the iTRS facility, or 711, except where the calling party has requested to block caller ID.
Complaint Logs and Procedures 47 C.F.R. § 64.604(c)(1), (6)		Purple maintains a log of consumer complaints including all complaints concerning its relay services. The log includes the date the complaint is filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. Purple will continue to submit annual summaries of complaint logs indicating the number of complaints received in the 12 month period ending May 31 of each year by July 1 of that year.
Complaint Contact Point 47 C.F.R. §§ 64.604(c)(2), 64.604(c)(5)(iii)(N)(6)(v)(A)(3)		The contact person at Purple for TRS consumer information, complaints, grievances, inquiries and suggestions is: Lydia Yomogida Senior Manager of Legal and Compliance Director Purple Communications, Inc. 595 Menlo Drive Rocklin, CA 95765 Telephone: 916-663-6914 Facsimile: 855-236-0840 Email: lydia.yomogida@purple.us Website: www.purplevrs.com
Publicity re iTRS 47 C.F.R. § 64.604(c)(3)		Although the FCC has initiated a pilot program to perform TRS outreach and no longer allows VRS providers to include the cost of outreach in their yearly cost submissions, Purple makes an ongoing effort to educate the public concerning all forms of TRS. This is done through printed media, use of social media, in advertising, on Purple's web site, and in other available means of communication. Purple staff regularly participate at meetings and conventions where persons who are deaf or hard of hearing are likely to attend. Purple does not include

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		the cost of these activities in its yearly submissions.
Rates 47 C.F.R. § 64.604(c)(4)		Purple does not charge its customers for VRS service.
Data Submissions 47 C.F.R. § 64.604(c)(5)		Purple will provide the TRS Fund Administrator and the FCC with true and adequate cost and other data as well as other historical and projected rate related information.
Cost Information Submissions 47 C.F.R. § 64.604(c)(5)(iii)(D)(1); 47 C.F.R. § 64.604(c)(5)(iii)(E)(3)		Purple will provide the TRS Fund Administrator with true and adequate cost information including but not limited to: total TRS minutes of use, total interstate TRS minutes of use, total TRS investment in general, and other historical and projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements.
Data Submissions 47 C.F.R. § 64.604(c)(5)(iii)(D)(2)		Purple will provide the TRS Fund Administrator with all requisite data and information including that which is requested by the TRS Fund Administrator for each call for which compensation is sought.
Call Record, Speed of Answer Submissions 47 C.F.R. §§ 64.604(c)(5)(iii)(D)(3), (D)(4)		Purple will submit call record and speed of answer compliance data to the TRS Fund Administrator electronically in a standardized format. Purple employs an automated record keeping system to capture such data.
Certification of Submissions 47 C.F.R. §§ 64.604(c)(5)(iii)(D)(5), 64.604(c)(5)(iii)(I)		A Purple senior executive with first-hand knowledge of the accuracy and completeness of the information provided in the request for compensation will, when submitting minutes for compensation from the TRS Fund, make the required certification under penalty of perjury.
Call Data Record Retention 47 C.F.R. § 64.604(c)(5)(iii)(D)(7)		Purple maintains the requisite call data records, records to support claims for payment from the TRS Fund, records used to substantiate the costs and expense data submitted in the annual relay service data request form, and all other relevant required data, in an electronic format that is easily accessible for a minimum of five years.
Whistleblower Notice 47 C.F.R. § 64.604(c)(5)(iii)(M)		Purple complies with the Whistleblower protections requirements. Purple provides an accurate and complete description of the TRS whistleblower protections (including the right to contact the FCC's Office of Inspector General or the FCC's Enforcement Bureau) to employees and contractors in writing. Internal written policies have been updated to include those whistleblower protections.

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		Additionally, Purple has posted educational signs in all of its facilities that include the OIG Hotline number.
VRS Service Name 47 C.F.R. § 64.604(c)(5)(iii)(N)(1)(ii)		Purple's VRS services are offered under the name by which Purple's service was certified and in a manner that clearly identifies Purple as the service provider. All VRS calls are routed through a single URL address for each name or sub-brand name used.
Contracting 47 C.F.R. §§ 64.604(c)(5)(iii)(N)(1)(iii) & (iv)		Purple does not contract with or otherwise authorize any third party to provide interpretation services or call center functions on Purple's behalf for VRS.[13] To the extent that Purple contracts with or otherwise authorizes a third party to provide any other services or functions related to the provision of VRS other than interpretation or call center functions, Purple is clearly identified as the eligible VRS provider to the public.
Written Contracts 47 C.F.R. § 64.604(c)(5)(iii)(N)(1)(v)		For VRS, all of Purple's contracts with third parties are in writing and copies of such contracts are available to the Commission and the TRS Fund Administrator upon request.
Call Center Reports 47 C.F.R. § 64.604(c)(5)(iii)(N)(2)		Purple files the required written, bi-annual, call center reports with the FCC and TRS Fund administrator. Purple will file written notification with the Commission and the TRS Fund Administrator of any change in a call center's location.
CA Compensation 47 C.F.R. § 64.604(c)(5)(iii)(N)(3)		*****BEGIN CONFIDENTIAL***** [redacted] [redacted] *****END CONFIDENTIAL***** Accordingly, Purple does not compensate, provide preferential work schedules, or otherwise benefit its

[13] Note that by contract between Purple and Convo Communications ("Convo"), Convo routes to Purple and Purple relays all Spanish language VRS calls received by Convo.

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		VRS CAs based on the number of VRS minutes or calls that the CA handles, either individually or as a group.
Remote Training Calls 47 C.F.R. § 64.604(c)(5)(iii)(N)(4)		Purple acknowledges that VRS calls to a remote training session or a comparable activity will not be compensable from the TRS Fund when Purple, or any of its affiliates, has been involved, in any manner, with such training session or activity. Purple removes any such minutes from its data submissions before submitting them to the TRS Fund administrator when seeking compensation.
Treatment of TRS Customer Information 47 C.F.R. § 64.604(c)(7)		Purple does not use its customers' profile data for any purpose other than to connect TRS calls with the called parties desired by that TRS user, consistent with this rule.[14] Purple does not and instructs its employees not to sell, distribute, share, or reveal in any other way subscriber profile data unless compelled by law to do so.
VRS Non-Discrimination 47 C.F.R. § 64.604(c)(12)		Purple does not: directly or indirectly, by any means or device, engage in any unjust or unreasonable discrimination related to practices, facilities, or services in connection with its VRS service; engage in or give any undue or unreasonable preference or advantage to any particular person, class of persons, or locality; or subject any particular person, class of persons, or locality to any undue or unreasonable prejudice or disadvantage.
Unauthorized and Unnecessary Use of VRS 47 C.F.R. § 64.604(c)(13)		Purple does not engage in any practice that causes or encourages (or that Purple knows or has reason to know would cause or encourage): false or unverified claims for TRS Fund compensation; unauthorized use of VRS; the making of VRS calls that would not otherwise be made; or the use of VRS by persons who do not need the service in order to communicate in a functionally equivalent manner. Purple will not seek payment from the TRS Fund for any minutes of service that it knows or had reason to know result from such practices, and will notify the Commission or TRS Fund Administrator as

[14] *Telecommunications Relay Services & Speech-to-Speech Services for Individuals with Hearing & Speech Disabilities*, CC Docket No. 98-67, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, ¶¶ 77-84 (2000) (defining "profile data" and limitations on its use).

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		appropriate if it becomes aware of such practices being or having been committed by any person.
Emergency Call Handling 47 C.F.R. § 64.605		Purple provides emergency call handling service in full compliance with the Commission's rules. Purple automatically prioritizes 911 calls at the top of the queue. As required by this rule, Purple provides E911 service to its customers and handles and routes all 911 calls, as well as ANI, the caller's Registered Location, the name of the provider (Purple), and the CA's identification number for the call to the applicable PSAP. As required by this rule, Purple routes 911 calls through the use of ANI (and, if necessary, pseudo-ANI) via the dedicated Wireline E911 Network, and requisite call information is made available to the appropriate PSAP from or through the appropriate ALI database. Purple obtains from all VRS customers prior to initiation of service a Registered Location, and provides its customers with means of updating their Registered Location at will and in a timely manner, including a means that requires use only of the customer's VRS access technology provided by Purple. If there is an unintended disconnection, steps are taken to try and reestablish contact with the TRS user or appropriate PSAP. Purple ensures that information obtained as a result of emergency calls is limited to that needed to facilitate 911 services, is made available only to emergency call handlers and personnel and law enforcement personnel, and is used for the sole purpose of ascertaining a user's location in an emergency situation or for other emergency or law enforcement purposes.
Default Provider Registration 47 C.F.R. § 64.611(a)-(c)		Purple provides VRS users and VRS-eligible individuals the capability to register with Purple and choose it as a default VRS provider. At the time of registration, Purple either facilitates a user's valid number portability request, or assigns the user with a geographically appropriate North American Numbering Plan telephone number (or, when such

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		numbers are not available in the user's rate center, a geographically approximate ten-digit number). Purple processes all of that user's inbound and outbound calls that are made through Purple. At the time of registration, Purple collects a certification from the user attesting that the user is eligible to use VRS. This certification includes the user's attestation that: (i) the user has a hearing or speech disability; and (ii) the user understands that the cost of VRS calls is paid for by contributions from other telecommunications users to the TRS Fund. The certification is made on a form separate from any other form or agreement and includes a user signature specific to the certification. Purple has safeguards in place to maintain the confidentiality of any registration and certification information obtained from the consumer and does not disclose such registration and certification information or the content of such registration and certification information except as required by law or regulation. Purple requires its CAs to terminate any call which does not involve an individual eligible to use VRS due to a hearing or speech disability or the call does not appear to be a legitimate VRS call, and Purple will not seek compensation for such calls from the TRS Fund. For individuals that have not previously registered with Purple, Purple registers the new user prior to the initiation of service. Purple: obtains and maintains current routing information; interacts with the TRS Numbering Directory as required; and ceases acquiring and provisioning routing information as required by regulations.
Proxy Numbers 47 C.F.R. § 64.611(d)		Purple does not assign or issue proxy or alias numbers to TRS users.
Toll-Free Numbering 47 C.F.R. § 64.611(e)(1)		Purple does not assign or issue toll free numbers to any VRS users. For any toll free numbers that were previously assigned to a VRS user, Purple either

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		terminated the numbers or transitioned ownership to the registered user who maintains the number with a toll free service provider.
iTRS Access Technology 47 C.F.R. § 64.611(f)		The iTRS access technology assigned to VRS users by Purple delivers routing information only to the user's default provider, except to the extent necessary to complete or receive dial around calls.
User Notification re Ten-Digit Numbering and Toll-Free Numbering 47 C.F.R. § 64.611(g)		Purple's website and promotional materials related to numbering or E911 service include an advisory or a link thereto addressing: (i) the process by which VRS users may obtain a ten-digit telephone number; (ii) portability of those ten-digit telephone numbers; (iii) the process for submitting, updating and confirming receipt by Purple of Registered Location information; (iv) the importance of maintaining accurate, up-to-date Registered Location information with Purple; (v) how to acquire a toll-free number or transfer control of a toll-free number to the user, and (vi) the process by which a toll free number can be linked to a user's ten-digit telephone number in the TRS Numbering Directory. Purple obtains and keeps a record of affirmative acknowledgment for Purple registered VRS users of having received and understood this advisory.
Speech-to-Speech	Waived[15]	
Interoperability 47 C.F.R. § 64.621		Purple's users are able to place and receive calls through any of Purple's services, and Purple can receive calls from, and make calls to, any VRS user to the extent technically possible. Purple does not take steps that restrict a user's unfettered access to another provider's service.
Verification and Processing of Orders for Change of Default TRS Providers; Letter of Authorization Form and Content 47 C.F.R. §§ 64.631, 64.632		It is Purple's policy not to initiate or implement default-provider changes unless and until Purple has obtained the iTRS user's written, electronically signed authorization and verified such authorization by obtaining the authorization in a form and containing the content consistent with the requirements of 47 C.F.R. § 64.632. Purple maintains without alteration or modification all

[15] *See Telecommunications Relay Services & Speech-to-Speech Services for Individuals with Hearing & Speech Disabilities* et al., CG Docket No. 03-123 *et al.*, Order, 26 FCC Rcd 9449, 9456 ¶ 20 (2011).

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		required records for a minimum period of five years after verification, and will make such records available to the Commission upon request. Purple's policy requires that an iTRS user's default provider change order be implemented within 60 days of obtaining the signed letter of agency. Purple will follow the requirements of 47 C.F.R. § 64.631(f) in the event that it acquires, through a sale or transfer, either part or all of another iTRS provider's iTRS user base without obtaining each user's individual consent.
Maintenance of Service After Porting Request 47 C.F.R. § 64.631(e)		At any time during the process of changing an iTRS user's default provider and until such process is completed (which is when the new default provider assumes the role of default provider), Purple will not reduce the level or quality of iTRS service provided to that user, nor will Purple reduce the functionality of any VRS access technology provided by Purple to the iTRS user.
Impermissible Use of CPNI 47 C.F.R. §§ 64.5105, 64.5107, 64.5108, 64.5109, 64.5110		Purple has adopted a detailed policy governing the use of CPNI in order to ensure compliance with the Commission's relevant CPNI rules. Purple does not use, disclose, or permit access to CPNI for the purpose of marketing to a customer TRS offerings in a category for which Purple is not the customer's default provider without customer approval, unless otherwise permitted by the Commission's rules. Purple does not identify or track CPNI of customers that call competing TRS providers and does not use, disclose or permit access to CPNI related to a customer call to a competing TRS provider. Purple may use, disclose, or permit access to CPNI to the extent allowed by the Commission's rules, including: for the provision, installation, and maintenance of relay services; for the marketing of adjunct-to-basic services to customers currently registered with Purple; to protect Purple's rights or property, or to protect users, other TRS providers, and the TRS Fund from fraudulent, abusive, or unlawful use of such services. Purple uses, discloses, or permits access to CPNI: to

STANDARD	WAIVER	PURPLE'S COMPLIANCE
		the extent necessary to accept and appropriately handle 911/E911 calls, including facilitating dispatch and response of emergency services as appropriate; upon request of the TRS Fund Administrator or the Commission for the purpose of administration and oversight of the TRS Fund, including the investigation and prevention of fraud, abuse, and misuse of TRS and seeking repayment to the TRS Fund for non-compensable minutes. Purple takes reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI. Purple customers receive an email when their password, address, email address, or first or last name is changed. Purple's CPNI Certification and Statement as required under Section 64.5109 of the Commission's rules is provided as Exhibit 13.

IV. VRS Call Center Leases

A. Leases for U.S. Call Centers and U.S. Call Center List (47 C.F.R. § 64.606(a)(2)(ii)(A)(2))

Section 64.606(a)(2)(ii)(A)(2) of the Commission's rules requires providers operating more than five call centers within the United States to provide a copy of deeds or leases for a representative sampling of five call centers operated by the provider within the United States, and a list of all of the provider's call centers, which must include the information required under Section 64.604(c)(5)(iii)(N)(2).

Purple operates more than five VRS call centers. Lease agreements for a representative sampling of five call centers operated by Purple within the U.S. – located in Madison, WI; Atlanta, GA; El Paso, TX; Tempe, AZ; and Vancouver, WA – are provided as Exhibits 3, 4, 5, 6, and 7, respectively.

A list of all VRS call centers is provided as Exhibit 8, which includes the information regarding the call center required by Section 64.604(c)(5)(iii)(N)(2).

B. Leases for Call Centers Outside of the United States (47 C.F.R. § 64.606(a)(2)(ii)(A)(3))

Section 64.606(a)(2)(ii)(A)(3) of the Commission's rules requires providers operating call centers outside of the United States to provide a copy of each deed or lease for each call center operated by the provider outside the U.S.

Purple does not currently operate any VRS call centers outside of the United States.

V. Technology and Equipment Used to Support VRS Call Center Functions (47 C.F.R. § 64.606(a)(2)(ii)(A)(4))

A. Description of Technology and Equipment (47 C.F.R. § 64.606(a)(2)(ii)(A)(4))

Section 64.606(a)(2)(ii)(A)(4) of the Commission's rules requires providers to provide a description of the technology and equipment used to support call center functions.

A description of the technology and equipment used to support Purple's call center functions is provided at Exhibit 9, which includes a statement whether such technology and equipment is owned, leased or licensed.

B. Copies of Purchase, Lease, or License Agreements for Technology and Equipment (47 C.F.R. § 64.606(a)(2)(ii)(A)(6))

Section 64.606(a)(2)(ii)(A)(6) of the Commission's rules requires providers operating more than five VRS call centers within the United States to provide a copy of each proof of purchase, lease, or license agreement for technology and equipment used to support call center functions for a representative sampling of five call centers within the United States.

This information is contained at Exhibit 10 for the call centers listed in Exhibits 3, 4, 5, 6, and 7.

C. Technology and Equipment in Non-U.S. VRS Call Centers (47 C.F.R. § 64.606(a)(2)(ii)(A)(7))

Section 47 C.F.R. § 64.606(a)(2)(ii)(A)(7) of the Commission's rules requires providers to submit a copy of each proof of purchase, lease, or license agreement for technology and equipment used to support call center functions in each VRS call center located outside of the United States. As noted above, Purple does not have any VRS call centers located outside of the United States.

D. ACD Lease or License Agreement (47 C.F.R. § 64.606(a)(2)(ii)(A)(8))

Purple has developed its own custom built ACD system. Accordingly, Purple does not have an ACD lease or license agreement to submit.

VI. Entities With Ownership / Control Interest (47 C.F.R. § 64.606(a)(2)(ii)(B))

Section 64.606(a)(2)(ii)(B) of the Commission's rules requires applicants to list all "individuals or entities that hold at least a 10 percent equity interest in the applicant, have the power to vote 10 percent or more of the securities of the applicant, or exercise de jure or de facto control over the applicant."[16]

This information is provided in Exhibit 1.

VII. Description of Organizational Structure (47 C.F.R. § 64.606(a)(2)(ii)(B))

Section 64.606(a)(2)(ii)(B) of the Commission's rules requires applicants to describe their organizational structure.[17]

This information is provided in Exhibit 1.

---

[16] 47 C.F.R. § 64.606(a)(2)(ii)(B).

[17] 47 C.F.R. § 64.606(a)(2)(ii)(B).

VIII. Names of Executives, Officers, Members of Board (47 C.F.R. § 64.606(a)(2)(ii)(B))

Section 64.606(a)(2)(ii)(B) of the Commission's rules requires applicants to provide "the names of its executives, officers, members of its board of directors, general partners (in the case of a partnership), and managing members (in the case of a limited liability company)."[18]

This information is provided in Exhibit 1.

IX. Number of TRS Employees (47 C.F.R. § 64.606(a)(2)(ii)(C))

Section 64.606(a)(2)(ii)(C) of the Commission's rules requires applicants to provide "a list of the number of applicant's full-time and part-time employees involved in TRS operations, including and divided by the following positions: "executives and officers; video phone installers (in the case of VRS), communications assistants, and persons involved in marketing and sponsorship activities[.]"[19]

This information is provided in Exhibit 2 for Purple VRS employees.

X. Maintaining Copies of Employment Agreements, Employee List (47 C.F.R. § 64.606(a)(2)(ii)(D))

Section 64.606(a)(2)(ii)(D) of the Commission's rules provides that "copies of employment agreements for all of the provider's employees directly involved in TRS operations, executives, and communications assistants, and a list of names of employees directly involved in TRS operations, need not be submitted with the application, but must be retained by the applicant for five years from the date of the application, and submitted to the Commission upon request."[20]

---

[18] 47 C.F.R. § 64.606(a)(2)(ii)(B).

[19] 47 C.F.R. § 64.606(a)(2)(ii)(C).

[20] 47 C.F.R. § 64.606(a)(2)(ii)(D).

In accordance with this rule, Purple will maintain copies of the required employment agreements and employee list for at least five years from the date of this document and submit such to the Commission upon request.

XI. List of Sponsorship Agreements (47 C.F.R. § 64.606(a)(2)(ii)(E))

Section 64.606(a)(2)(ii)(E) of the Commission's rules requires applicants to provide "a list of all sponsorship arrangements relating to Internet-based TRS, including on that list a description of any associated written agreements."[21]

The information is provided in Exhibit 11. For each sponsorship arrangement on the list provided in Exhibit 11, Purple has accompanying written documentation that details the amount of the contribution and terms of the contribution.

XII. Description of Complaint Procedures (47 C.F.R. § 64.606(a)(2)(iii))

Section 64.606(a)(2)(iii) of the Commission's rules requires applicants to provide a description of their "complaint procedures."[22]

BEGIN CONFIDENTIAL [redacted]

[redacted]

---

[21] 47 C.F.R. § 64.606(a)(2)(ii)(E).

[22] 47 C.F.R. § 64.606(a)(2)(iii).

[redacted]

[redacted] ***END CONFIDENTIAL***

XIII. Statement Regarding Annual Compliance Reports (47 C.F.R. § 64.606(a)(2)(iv))

Pursuant to Section 64.606(a)(2)(iv) of the Commission's rules, Purple states that it will file annual compliance reports demonstrating continued compliance with the Commission's rules governing Telecommunications Relay Service and containing the information required by Section 64.606(g) of the Commission's rules.[23]

XIV. Compliance Plan (47 C.F.R. § 64.606(g)(3))

Pursuant to Section 64.606(g)(3) of the Commission's rules, each provider shall include with its annual report a compliance plan describing the provider's policies, procedures and practices for complying with the requirements of Section 64.604(c)(13) the Commission's rules.

Purple attaches here as Exhibit 12 Purple's Compliance Plan for complying with the requirements of Section 64.604(c)(13) of the Commission's rules.[24]

XV. CPNI Certification (47 C.F.R. § 64.5109(e))

Pursuant to Section 64.5109(e) of the Commission's rules, Purple attaches here as Exhibit 13 Purple's Annual CPNI Certification and Statement.[25]

---

[23] 47 C.F.R. § 64.606(a)(2)(iv).

[24] 47 C.F.R. §§ 64.604(c)(13), 64.606(g)(3).

[25] 47 C.F.R. § 64.5109(e).

XV. Certification (47 C.F.R. § 64.606(a)(2)(v))

I swear under penalty of perjury that I am Bob Rae, President and CEO, 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.

Bob Rae
CEO & President
Purple Communications, Inc.

Date: 9-30-2016

EXHIBIT 1

Corporate Stakeholders and Officers, Organizational Structure

BEGIN CONFIDENTIAL

[redacted]

END CONFIDENTIAL

Purple has one wholly owned subsidiary, ClearCaptions LLC, which provides Internet Protocol Captioned Telephone Service. ClearCaptions LLC applied for a separate certification for the provision of IP CTS on April 18, 2016.

The executives and officers of Purple Communications, Inc. are as follows:

- Bob Rae, President and Chief Executive Officer
- John Kelleher, Chief Financial Officer and Chief Operating Officer
- John Goodman, Corporate Secretary and Chief Legal Officer
- Dennis Episkopos, Chief Technology Officer and Chief Information Officer
- Mark Bella, Vice President of Video Relay Sales
- Francine Cummings, Vice President of Video Operations
- Michael Strecker, Vice President of Regulatory and Strategic Policy
- Monique Dirstine, Human Resources Director

Purple Communications, Inc. is governed by a board of directors composed of three individuals:

BEGIN CONFIDENTIAL

[redacted]

END CONFIDENTIAL

EXHIBIT 2

Number of Purple Communications, Inc. Employees Involved in VRS Operations

*****BEGIN CONFIDENTIAL*****

[redacted]

[redacted]

*****END CONFIDENTIAL*****

EXHIBIT 3

Lease Agreements for Madison, WI Call Center

[REDACTED]

EXHIBIT 4

Lease Agreements for Atlanta, GA Call Center

[REDACTED]

EXHIBIT 5

Lease Agreements for El Paso, TX Call Center

[REDACTED]

EXHIBIT 6

Lease Agreements for Tempe, AZ Call Center

[REDACTED]

EXHIBIT 7

Lease Agreements for Vancouver, WA Call Center

[REDACTED]

EXHIBIT 8

Complete List of Purple VRS Call Centers

[REDACTED]

EXHIBIT 9

Description of Technology and Equipment Used to Support Call Center Functions

[REDACTED]

EXHIBIT 10

Copies of Purchase, Lease, or License Agreements for Technology and Equipment Used to Support Call Center Functions in Purple Call Centers Located in: Madison, WI; Atlanta, GA; El Paso, TX; Tempe, AZ; and Vancouver, WA

[REDACTED]

EXHIBIT 11

List of All Sponsorship Arrangements Relating to iTRS

[REDACTED]

EXHIBIT 12

Section 64.604(c)(13) Compliance Plan

[REDACTED]

REDACTED – FOR PUBLIC INSPECTION

EXHIBIT 13

CPNI Certification and Statement

REDACTED – FOR PUBLIC INSPECTION

2016 Annual TRS CPNI Certification: 47 C.F.R. § 64.5109

I, Bob Rae, certify that I am an officer of Purple Communications, Inc. (the "Company"), and I have personal knowledge that since December 21, 2015 the Company has established operating procedures that are adequate to ensure compliance with the Commission's TRS CPNI Rules (see 47 C.F.R. §64.5101 *et seq.)*.

Attached to this certification is an accompanying statement that explains how the Company's operating procedures ensure that it is in compliance with the Commission's TRS CPNI Rules. The statement includes an explanation from December 21, 2015 and following of any actions taken against data brokers, a summary of all customer complaints received concerning the unauthorized release of CPNI, and a report detailing all instances where the TRS provider, or its agents, contractors, or subcontractors, used, disclosed, or permitted access to CPNI without complying with the procedures specified in Commission's TRS CPNI Rules.

Bob Rae
CEO & President
Purple Communications, Inc.

Date: 9-30-2016

2016 Annual TRS CPNI Compliance Statement: 47 C.F.R. § 64.5109

BEGIN CONFIDENTIAL

[redacted]

END CONFIDENTIAL