

November 3, 2017

**Via Electronic Filing**

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

**Re:** Notification of Substantive Change, *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51; *Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123—47 C.F.R. § 64.606(f)(2).

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.606(f)(2), Sorenson Communications, LLC, (“Sorenson”) hereby notifies the Commission of a substantive change to its TRS service. On September 6, 2017, Sorenson implemented its Relay 8.5 project, which improved many aspects of Sorenson’s VRS service. The new features include:

- A new iTRS interface that will verify through the URD that a call is compensable, once the URD is in effect.
- An automatic call-back feature that pushes abandoned 911 calls from logged-in callers to interpreters, enabling a connection with the PSAP even without a caller on the line. In addition, deaf callers will automatically be called back.
- A new feature that enables 3<sup>rd</sup> party point-to-point calls to Sorenson users who have chosen to direct calls from an old TDN to a different TDN that they may be using as the result of a move or other event.

Sorenson continues to invest great effort and time toward improving the experience of our deaf users and the hearing individuals to whom they call and looks forward to new updates in 2018.

Sincerely,



Grant A. Beckmann  
CTO, Compliance, Security  
Sorenson Communications, LLC