

November 6, 2014

**VIA ECFS**

Ms. Marlene Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Re: CG Docket No. 10-51

Dear Ms. Dortch:

Convo Communications, LLC (“Convo”) has hosted several Open Chats to engage and raise awareness in the deaf community about issues impacting Video Relay Service (“VRS”). On October 29, 2014, Convo hosted an Open Chat on the “Impact of VRS Reform on Video Interpreters.” The panelists were Julie Schafer, Director of Public Policy and Advocacy at Registry of Interpreters for the Deaf (“RID”), Betty Colonos, Director of the Bilingual Mediation Center, and Azora Telford, Convo VP of Interpreting. The video is archived at [https://www.youtube.com/watch?v=mZ6-k5BdJ-4&list=UUctnLMs5hWKC\\_qXO3xZE6XA](https://www.youtube.com/watch?v=mZ6-k5BdJ-4&list=UUctnLMs5hWKC_qXO3xZE6XA). The attached transcript of the video was not reviewed or edited by the participants but is being provided to the Commission to make the discussion accessible to those not fluent in sign language.

We appreciate the Commission’s commitment to progressing the VRS program to achieve equal telecommunications access goals while protecting the integrity of the program and hope that the Open Chat is of help in that collaborative effort.

Sincerely,

/s/

Jeff Rosen  
General Counsel

cc: Maria Kirby, Legal Advisor - Media, Consumer and Governmental Affairs, and Enforcement, Office of FCC Chairman Tom Wheeler  
David Schmidt, TRS Fund Program Administrator, Office of Managing Director  
Jonathan Chambers, Chief, Office of Strategic Planning & Policy Analysis  
Karen Peltz-Strauss, Deputy Chief, Consumer & Governmental Affairs Bureau  
Gregory Hlibok, Chief, Disability Rights Office, CGB, FCC

Attachment