

November 13, 2014

VIA ECF [Redacted Version]

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

Electronic cc: Karen Peltz Strauss and Gregory Hlibok

Re: *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51 –
CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER IN CG DOCKET NOS. 03-123 AND 10-51 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

Dear Ms. Dortch:

Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Access Ability Group (“CAAG”) herein provides supplemental information requested by the Federal Communications Commission (“FCC” “Commission”) at a meeting on July 29, 2014 between Kathleen LaValle (Legal Counsel for CAAG, Jackson Walker, L.L.C.), Everett Puckett (CEO, CAAG), and Jeremy Jack (Vice President, CAAG), and Karen Peltz Strauss (Deputy Chief, Consumer and Government Affairs Bureau (“CGB”)), Gregory Hlibok (Chief, Disability Rights Office, CGB), Robert Aldrich (Attorney Advisor, CGB), Eliot Greenwald (Attorney-Advisor, Disability Rights Office, CGB), and Caitlin Vogus (Attorney-Advisor, Disability Rights Office, CGB), summarized in an *ex parte* filed July 31, 2014, regarding speed of answer (“SoA”) calculation made on a monthly basis.

The attached data (Appendix A) shows that for the first three quarters of 2014 CAAG **[BEGIN CONFIDENTIAL INFORMATION]**

[END CONFIDENTIAL INFORMATION]. CAAG hopes this additional data will assist the Commission in determining a SoA requirement that will continue to support functional equivalence to consumers of VRS while taking into consideration limitations placed on providers by current and forthcoming VRS compensation rates and lack of interpreters available as a resource in the industry.

Request for Confidential Treatment: Pursuant to Section 0.459 of the Commission’s rules, and “Exemption 4” of the Freedom of Information Act, CAAG respectfully requests confidential treatment of the non-public, non-redacted version of this letter and its attachment. The confidential version contains proprietary information not intended for public consumption. CAAG would not make this information public under any circumstance. Release of the confidential version of this letter to the public could cause CAAG irreparable and inestimable harm. CAAG requests that the confidential version of this letter be withheld from public inspection. Should disclosure of the confidential version of this letter be requested,

CAAG requests that it be informed of such request so that CAAG may take appropriate action to safeguard its interests.

Pursuant to the Commission's Second Protective Order in the above-referenced matter, one copy of the confidential version of this letter and two copies of the redacted public version are enclosed. Two copies of the confidential version are being mailed to Gregory Hlibok, Consumer and Governmental Affairs Bureau, Federal Communications Commission, 445 12th Street, S.W., Room 3-B431, Washington, D.C. 20554 and cc via email to Gregory Hlibok and Karen Peltz Strauss.

Questions may be directed to Jeremy Jack, Vice President, CAAG VRS.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeremy M. Jack', written in a cursive style.

Jeremy M. Jack
1445 North Loop West
Suite 910
Houston, TX 77008
(916) 225-4944 – Phone
jeremy.jack@caag4.com

Appendix A

[BEGIN CONFIDENTIAL INFORMATION]

[END CONFIDENTIAL INFORMATION]