

May 2, 2015

VIA ECFS

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

Re: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123; CG Docket No. 10-51

Dear Ms. Dortch:

On May 1, 2015, Jarrod Musano, Chief Executive Officer, Evan Winegard, Chief Financial Officer, Wayne Betts Jr., Chief of User Experience and I of Convo Communications, LLC (“Convo”) met with Jonathan Chambers, Chief of the Office of Strategic Planning & Analysis.

Convo reviewed organizational and mission information which reflects its consumer and interpreter-centric business. Convo described its unique technology and service innovations which are significant steps in achieving functional equivalency in video relay services (“VRS”). As a result, Convo has had robust organic growth of consumers and volume in the past 2 years. Regardless, Convo’s fiscal information shows that while its operational costs are increasing well within the industry parameters commensurate with its volume growth, it is operating with no margin and plunging back into negative revenue with each rate decrease.

Convo’s operational and fiscal information was made available through the attached handout. This highly sensitive and proprietary commercial information was redacted in the version of the ex parte electronically filed in the Commission’s dockets.

Convo began and ended its meeting with two requests: (i) support for the united VRS providers’ proposal for measures progressing towards functional equivalency coupled with the immediate stabilization of the VRS compensation rates; and (ii) a modest rate tier specifically for small providers to preserve choice and competition through the diversity of innovation in relay products and services such as those Convo described.

The meeting participants also discussed the video access platform and auctions for portions of the VRS market.

Sincerely,

/s/

Jeff Rosen

General Counsel

cc: Jonathan Chambers

Attachments

REDACTED ATTACHMENTS

Slide 1 – Convo Mission Statement

Slide 2 – Convo Organizational Chart

Slide 3 – Convo Specialization Chart

Slide 4 – Convo Growth Chart

Slide 5 – Convo Roadmap

Slide 6 - Convo Fiscal & Operational Information