

HANCOCK, JAHN, LEE & PUCKETT, LLC

d/b/a Communication Access Ability Group

Star VRS & Star VRSdb

1445 North Loop West, Suite 910

Houston, TX 77008

March 1, 2016

VIA ECFS

AT E-MAIL AT karen.strauss@fcc.gov and gregory.hlibok@fcc.gov

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

Re: Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123; Structure and Practices of the Video Relay Service Program, CG Docket No. 10-51

Dear Ms. Dortch:

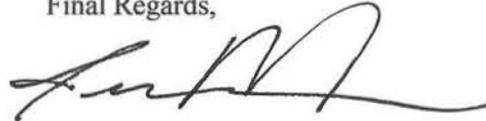
It is with profound disappointment that Hancock Jahn Lee and Puckett, LLC d/b/a Communication Access Ability Group and Branded Star VRS and Star VRS for the Deaf Blind (“Star VRSdb”) (collectively “CAAG/Star VRS”) writes to inform the Federal Communications Commission (“FCC/Commission”) that CAAG/Star VRS will no longer provide video relay services (“VRS”) as of 5:00PM (EST) on March 31, 2016 and will immediately cease enrolling new VRS customers.

Despite repeated efforts on the part of CAAG/Star VRS to become competitive in the VRS market, the result of the 2013 reform order, including inappropriate rate cuts to Tier I providers and undelivered structural reforms that promised “cost savings” to these same providers (namely the Neutral Platform, a Reference Platform to ensure interoperability, Research and Development from the National Science Foundation and a National Outreach Coordinator) has cost CAAG/Star VRS unnumbered millions of dollars. This, coupled by the fact that the FCC continues to allow the VRS industry to be monopolized by a single provider, has forced CAAG/Star VRS to be the first to close its doors. As was the case with IP-Relay, CAAG/Star VRS does not expect to be the last to make this difficult decision. A decision that does not just harm fledgling VRS companies, but ultimately violates the Commission’s mandate to provide consumers with competitive choice especially should the VRS industry be left with a single provider in the end as in the case of IP-Relay. The VRS consumers are the ones truly harmed by this decision because to them, the manner in which CAAG/Star VRS delivered its service *meant* functional equivalence on a cultural, linguistic, and professional level. Particularly this is true of DeafBlind consumers who are now robbed of the unique way in which Star VRSdb allowed them to gain telecommunication access.

Upon the filing of this letter CAAG/Star VRS will immediately inform all of its VRS customers of its decision to cease providing VRS so that its customers can begin the process of moving their ten-digit-numbers to their VRS provider of choice. To help minimize the impact to these consumers, CAAG/Star VRS will also continue to provide its customers with the needed assistance in porting their CAAG/Star VRS numbers to their provider of choice through March 31, 2016.

It is the sincerest hope of CAAG/Star VRS that the Commission will move forward with a Tier I rate freeze for the two remaining Tier I VRS providers and then swiftly move toward significant rate and structural reform that will protect *choice* in this precious service for our Deaf Community.

Final Regards,

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

Jeremy M. Jack
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