

July 11, 2007

4393 South Riverboat Rd, Ste 300  
Salt Lake City, UT 84123  
T 801.287.9400  
F 801.287.9401  
W www.sorenson.com

*Via electronic filing*  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, D.C. 20554

Re: *Ex parte notice – Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Difficulties*, CG Docket No. 03-123

Dear Ms. Dortch:

In a May 30, 2007 letter filed in the above-referenced docket, an individual named Francis Brant complained that she was being charged approximately \$100 per month by Sorenson Communications, Inc. (“Sorenson”) for the provision of video relay service (“VRS”), as well as \$50 per month by AT&T.<sup>1</sup> Sorenson was surprised to read this letter. While users must have a broadband connection in order to use VRS, Sorenson does not charge users for VRS; rather, Sorenson receives reimbursement from the Interstate TRS Fund.

To clarify the nature of Ms. Brant’s concerns, Sorenson called her on July 9, 2007, shortly after her letter posted on ECFS. Ms. Brant, who lives in Columbia, South Carolina, confirmed that she was not being billed by Sorenson, but rather was concerned about having to pay monthly bills for both high-speed Internet service (through Time Warner) and local phone service (through AT&T). Based on this conversation, it is Sorenson’s understanding that Ms. Brant did not mean to complain about Sorenson in her May 30 letter and has never received a bill from Sorenson or paid Sorenson any amount.

Pursuant to the Commission’s rules, this letter is being submitted for inclusion in the public record of the above-captioned proceeding.

Sincerely,

/s/ Michael D. Maddix  
Michael D. Maddix  
Regulatory Affairs Manager

---

<sup>1</sup> Letter from Francis Brant to FCC (May 30, 2007), filed June 22, 2007 and posted July 5, 2007 among Letters filed by Numerous, CG Docket No. 03-123. A copy of this letter is attached hereto.



May 30, 2007

"Hello" Kevin,

Of course, I almost faint about Sorenson VRS charging me so high each month, I pay \$100.00 sometimes over and didn't me crazy about it.

Also AT+T charges us to pay over \$50.00 each month for nothing, we do not call anyone or anyone stops calls us on phone. I'd be just only Sorenson VRS, we pay \$150.00 each month for both Sorenson VRS and AT+T. Wow!

We hope to hear from you as soon as you can.

My interpreter says it is awful for me both Sorenson VRS and AT+T charging me.

Thank you so much!

Columbia can't do anything to us for over 2 years.

Sincerely, Frances Brent



[www.sprintrelay.com](http://www.sprintrelay.com)

Your Total Relay Solution<sup>SM</sup>