

September 4, 2007

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

**Re: Notification of Substantive Change in the Video Relay Service Offerings of Snap Telecommunications, Inc., CG Docket No. 03-123**

Dear Ms. Dortch:

Snap Telecommunications, Inc. (“Snap”) hereby notifies the Commission, pursuant to 47 C.F.R. § 64.605(f)(2), of a substantive change in its provision of Video Relay Service (“VRS”) and certifies that it continues to meet the federal mandatory minimum standards for the provision of VRS.<sup>1</sup>

Since its inception, Snap has committed to bringing improved video phone technology to the users of VRS.<sup>2</sup> The Ojo video phone, which Snap is now providing for free to deaf, hard-of-hearing, and speech-impaired sign language users,<sup>3</sup> uses Session Initiation Protocol (“SIP”) and H.264 video compression to transmit superior true-to-life video quality at a lower data rate (110 Kbps) than existing video phones, thereby alleviating the need to purchase an expensive business class or premium broadband service. The Ojo also boasts true plug-and-play installation and uses a regular telephone number (rather than an IP address), so that it is easily accessible from either a video call or a TTY call.

On July 14, 2006, Snap filed a petition with the Commission seeking a limited, temporary waiver of the FCC’s VRS interoperability requirements. Snap explained that it needed the waiver in order to make the more advanced, functionally equivalent Ojo backward compatible with the

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<sup>1</sup> See 47 C.F.R. § 64.605(f)(2) (requiring VRS providers to “notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet federal minimum standards after implementing the substantive change”).

<sup>2</sup> See Application of Snap Telecommunications, Inc. for Certification as a Video Relay Service Provider, at 6-8, CG Docket No. 03-123 (filed Jan. 25, 2006).

<sup>3</sup> These users apply at the Snap!VRS web site to receive a free Ojo from Snap. See <http://www.snapvrs.com/>.

legacy equipment and protocols used by other VRS providers (*i.e.*, H.323 and H.263).<sup>4</sup> The petition also explained that, absent a waiver, Snap would at the very least require additional time to design, implement, and test an interoperability solution using the Ojo. Since Snap's waiver was not acted upon, in the interim, Snap launched its VRS service in April of this year without the Ojo and implemented the fully interoperable VRS solution described in its recent Annual Compliance Report filed with the Commission.<sup>5</sup>

Meanwhile, Snap has been devoting substantial resources over the last year (in conjunction with its partner, WorldGate Communications, Inc.) to design, implement, and comprehensively test a modified version of the Ojo that implements *both* H.323 and SIP protocols, as well as *both* H.263 and H.264 protocols, and is therefore fully interoperable with other VRS networks. It has also developed a solution that allows the Ojo to flexibly and instantaneously switch from protocol to protocol, depending on the device at the other end of the call. This solution includes an automated call distributor ("ACD") that translates H.323 to SIP and vice versa on the fly with no perceptible delay or degradation of call quality, while the Ojo itself seamlessly and automatically selects the appropriate video protocol to use for the VRS call. Snap has devoted the past several months to testing the Ojo's interoperability with various other types of video phones and VRS providers, and has verified its interoperability, consistent with all FCC requirements.<sup>6</sup>

More specifically, Snap has tested and confirmed that users of the Ojo may place a VRS call through any of the VRS providers' service. Neither Snap nor the Ojo blocks or restricts (by contract, technology, or otherwise) any Ojo user from placing calls to other VRS providers, or degrades service quality for connections to the service of other VRS providers. Accordingly, Ojo users can contact any VRS provider that uses H.323 and H.263 technology, and Snap's communications assistants can receive VRS calls from and place VRS calls to any video phone that can be used to call other VRS providers, including D-Links, VP-100s, and VP-200s.

In short, Snap continues to meet the federal minimum standards for VRS after integrating the Ojo into its VRS network. A sworn certification to this effect by Snap's CEO, Richard L. Schatzberg, is attached to this letter.

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<sup>4</sup> See Request for Limited Waiver of Snap Telecommunications, Inc., CG Dkt. No. 03-123, at 12-23 (July 14, 2006) (detailing the benefits of SIP over H.323, as well as the superiority of the H.264 video compression protocol over H.263).

<sup>5</sup> See Annual Compliance Report of Snap Telecommunications, Inc., at 3-7, CG Docket No. 03-123 (filed May 8, 2007) ("Annual Compliance Report").

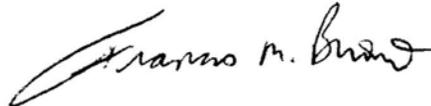
<sup>6</sup> See *In re Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Declaratory Ruling and Further Notice of Proposed Rulemaking, 21 FCC Rcd 5442, ¶¶ 1, 29, and 34 (2006).

As Snap previously explained to the Commission, during the testing phase of the Ojo, Snap did not seek reimbursement from NECA for minutes of VRS calls with the Ojos that Snap provided to its alpha and beta testers.<sup>7</sup> After Snap had completed its testing and verified the interoperability of the Ojo, it began, as of July 8, 2007, accepting live VRS calls from Ojos for which it is seeking reimbursement from NECA in its August filing.

The consumer reaction to the Ojo has been outstanding. Consumers have enthusiastically embraced the advanced functionality of the Ojo and have consistently told Snap that their VRS experience has been enhanced as a result. Snap looks forward to continuing to improve the Ojo and its entire VRS offering, so as to serve more relay users and to further the ADA's promise of functionally equivalent telecommunications.

Please direct any questions about this letter to the undersigned.

Respectfully submitted,



Francis M. Buono  
Counsel to Snap Telecommunications, Inc.

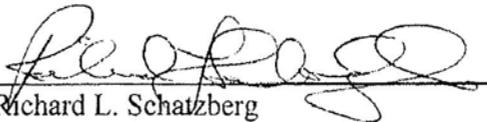
cc: Cathy Seidel  
Tom Chandler  
Nicole McGinnis  
Greg Hlibok

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<sup>7</sup> See *Annual Compliance Report* at n. 16.

**CERTIFICATION OF RICHARD L. SCHATZBERG**

I, Richard L. Schatzberg, Chief Executive Officer of Snap Telecommunications, Inc. ("Snap"), with personal knowledge of the representations offered in the foregoing notification of substantive change to Snap's provision of VRS, certify under penalty of perjury under the laws of the United States of America that the statements in the foregoing letter are true and correct.

  
Richard L. Schatzberg  
Chief Executive Officer  
Snap Telecommunications, Inc.

Executed on: September 4, 2007