

LAWLER, METZGER, MILKMAN & KEENEY, LLC

2001 K STREET, NW
SUITE 802
WASHINGTON, D.C. 20006

RUTH MILKMAN
PHONE (202) 777-7726

PHONE (202) 777-7700
FACSIMILE (202) 777-7763

September 10, 2008

Via Electronic Filing

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

Re: Ex Parte Notice, CG Docket No. 03-123 & WC Docket No. 05-196

Dear Ms. Dortch:

In response to questions from FCC staff, Sorenson files this letter to provide additional detail regarding its plans for prioritizing callbacks, following a 9-1-1 call by a Video Relay Service user. In its comments in the above-captioned proceeding, Sorenson urged the Commission to adopt a requirement that providers grant callbacks from PSAPs to end users priority over all non-emergency VRS or IP Relay calls. Sorenson also noted that one way to ensure that callbacks from PSAPs are granted precedence over other calls is for the provider to prioritize any calls to a number from which a 9-1-1 call has been placed for a specified period of time.¹

Sorenson also has requested a waiver of the Commission's rules to begin providing the user's 10-digit NANP number (where available) in advance of the December 31, 2008 date specified in the Commission's rules.² Once the Commission acts on Sorenson's waiver request (assuming it is granted), the user's callback number will be provided to the PSAP, and callbacks from the PSAP and first responders to the user's number will be given priority over non-emergency calls. In order to be conservative, and ensure that all emergency callbacks receive priority, Sorenson plans to give priority to all calls to the

¹ Comments of Sorenson Communications, Inc., CG Docket No. 03-123 & WC Docket No. 05-196, at 3 (August 8, 2008).

² Sorenson Communications, Inc. Petition for Limited Waiver of Interim Section 64.605(c) of the Commission's Rules, CG Docket No. 03-123 & WC Docket No. 05-196 (July 11, 2008).

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user's number for 120 minutes after the 9-1-1 call is initiated. Sorenson will assess this time period on an ongoing basis to determine whether the time period should be adjusted.

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

Sincerely,

/s/ Ruth Milkman
Ruth Milkman

cc: Nicholas Alexander
Amy Bender
Scott Bergmann
Lisa Boehley
Nicholas Degani
Scott Deutchman
William Dever
Nicole McGinnis
Greg Orlando