

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



September 2, 2010

VIA ELECTRONIC SUBMISSION

Karen Peltz Strauss, Deputy Chief
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Changes to Provision of California's Telecommunications Relay Service

Dear Ms. Peltz Strauss:

Beginning June 2, 2010, the California Public Utilities Commission (CPUC) executed new contracts for the provision of the Telecommunications Relay Service (TRS) within the State of California. The two new providers, AT&T Relay and Hamilton Relay, have replaced our previous relay providers, Sprint, Stellar Relay (formerly Nordia), and GoAmerica.

Under the previous contracts for TRS, Sprint had provided TRS, Speech-to-Speech (STS) relay, and captioned telephone service ("CapTel"). Nordia and GoAmerica had both provided TRS and STS. The previous contracts expired on June 1, 2010, and the new contracts with AT&T and Hamilton were effective June 2, 2010.

The Request for Proposal (RFP) that the CPUC prepared and circulated for bid contained virtually identical requirements to those contained in the earlier RFP which led to the TRS contracts with Sprint, Stellar, and GoAmerica. The previous contracts and the most recent RFP and new contracts all have been designed to comply with federal mandatory minimum standards.¹ The CPUC has submitted annual recertification letters to the FCC for the duration of the previous contracts, and the FCC has not notified the CPUC of any failure to meet those standards in the California TRS program. Consequently, because the new contracts are consistent with the previous contracts, which the FCC found compliant with federal standards, we consider the new contracts also to be consistent with federal standards.

We now realize that this notification was to have been provided to the FCC within 60 days of the change in provision of service. We only recently became aware of this requirement, and note that this letter is being submitted to the FCC after the 60-day period for notification. We apologize for any inconvenience or confusion this tardy notice may have caused.

¹ In a number of respects, California's provision of TRS exceeds the federal minimum standards.

Ms. Pelz Strauss
September 2, 2010
Page 2

Please feel free to contact me if you have any questions about the transition to our new TRS service providers. My number is 415.703.1319.

Sincerely,

/s/ Helen M. Mickiewicz

Helen M. Mickiewicz
Assistant General Counsel
hmm@cpuc.ca.gov
415.703.1319