

CONVO™

Quick Facts

The People Behind Convo





Robin Horwitz
CEO



Ed Bosson
VP of Regulatory



Chad W. Taylor
VP of Technology

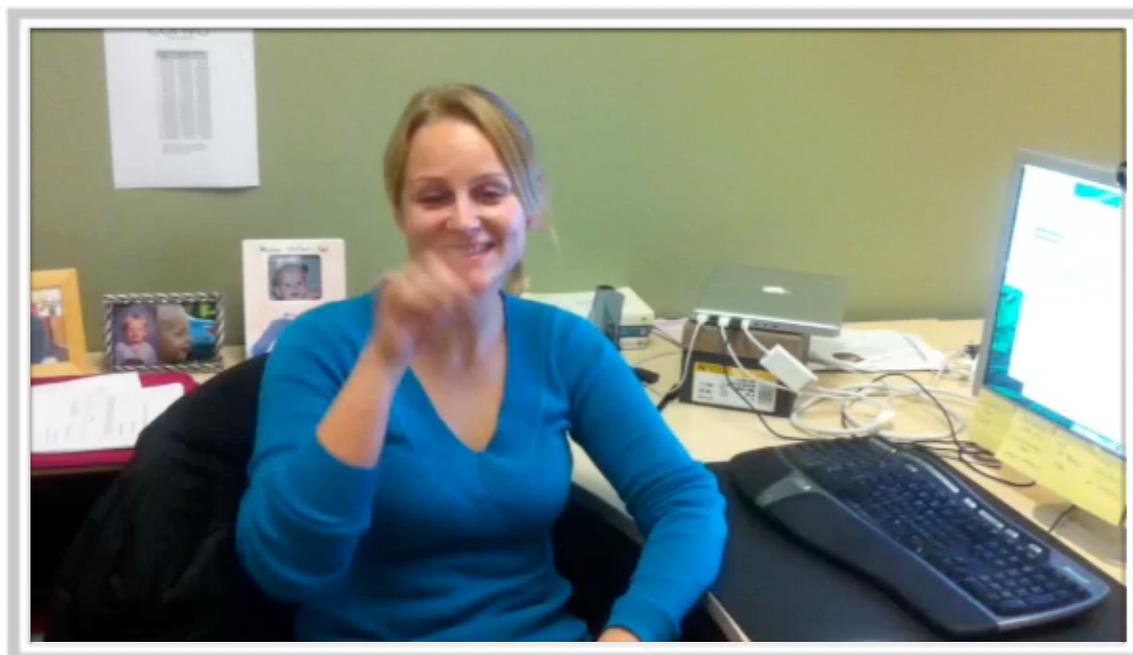


David Bahar

Director of Government
& Regulatory Affairs



Jewel Jauregui
VP of Call Center



Tara Holcomb
Executive Assistant



Jeff Neable
System Administrator



Scott Haines
Lead Software Engineer



Joshua Shaffner Software Architect



Jerry Cardoso
Call Center Specialist

Wayne Betts, Jr.

VP of Creative Marketing

Bob Farkas

Chief Financial Officer

Clark Brooke

Book Keeper

Tim Kettering

Software Engineer

Matt Klusza

Customer Care

Jarrood Musano

Chief Strategy Officer

Glenn Lockhart

Senior Project Manager

Kristi Riggs

Lead VI - Roseville

Brad Gallagher

Software Engineer

Justin Jackerson

Customer Care

100%
DEAF-OWNED

ZERO

PRIVATE FUNDING

0.07%
MINUTES WITHHELD

(0.07% = 70 minutes per 100,000)

(average over August, September, October billing cycles)



2nd

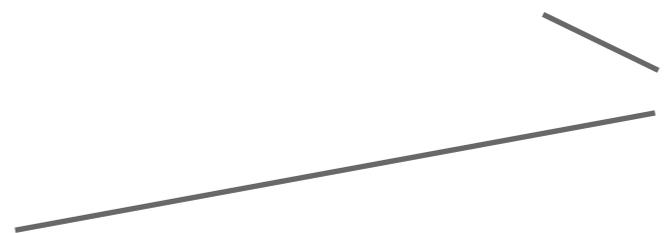
TIER RATES

5th

LARGEST PROVIDER

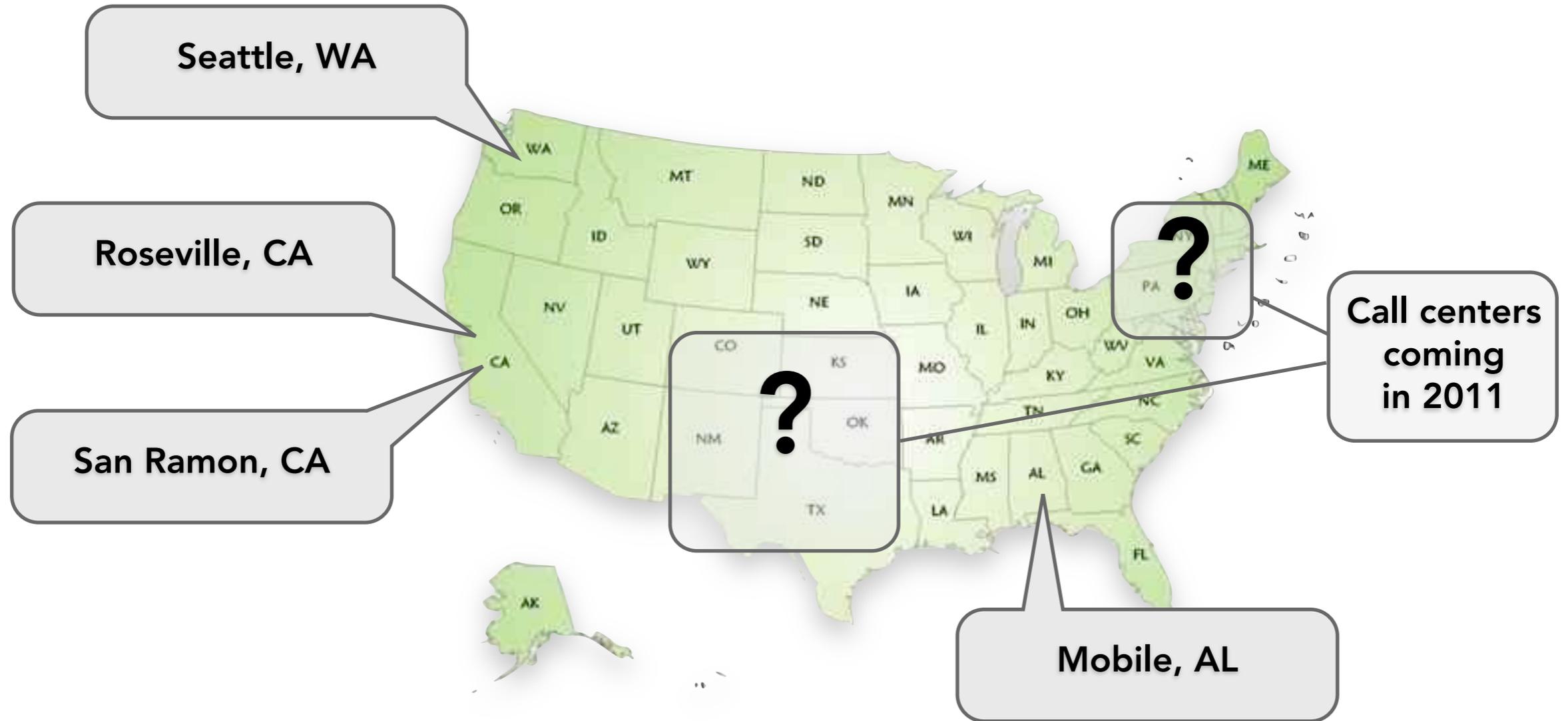


Convo-owned Call Centers



Call centers
coming
in 2011

Convo-owned Call Centers



anywhere

- Developed in-house**
- Most accessible
web-based software**
- 100% empowered telephony tool**

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- Emergency Service E-911**
- 24/7 Service**
- ASA Compliant**
- Customer Care**



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- ▶ **Applied for certification: October 30, 2009**

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▶ State of the VRS Industry

- White labeling; no alternative for new entrants
- Difficulty identifying source of minutes
- Frozen certification system





▶ Possible Solutions

- Make it easier to identify source of minutes
- Establish provisional certification system; more direct contact with providers
- Require periodic reviews to maintain certification; probation?
- Reward efficiency





▶ How to Enhance Competitiveness

- Periodic performance reviews; greater information sharing by providers to FCC
- Incentives for highly performing, efficient providers
- Keep tiered rate, but optimize it





- ▶ Convo's Vision of the Future of VRS
 - Services and Equipment separated
 - Platform independence encouraged
 - Off-the-shelf (commercial) products encouraged
 - Video standards encouraged; functional equivalency redefined



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