



March 2, 2011

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

Re: Notice of Ex Parte Conference
Telecommunications Relay Service ("TRS") & Speech-to-Speech Services for
Individuals with Hearing and Speech Disabilities
CG Docket No. 10-51

Dear Ms. Dortch:

On Monday, February 28, 2011, the undersigned met with Gregory Hlibok, Diane Mason and Andrew Mulitz of the Disability Rights Office. In that meeting, I presented information consistent with the attached document.

Specifically, Purple believes that the TRS Program must serve the greatest number of people, with the highest quality service, at the lowest possible cost, while preserving consumer choice and pursuing functional equivalence.

To achieve these objectives and for the VRS program to be sustainable, and administratively and financially efficient, Purple believes the optimal outcome for the FCC is found only through a truly competitive marketplace with multiple certified providers operating at scale and competing fairly on the basis of quality, innovation and cost. This will require a holistic approach to correct existing marketplace imbalances to achieve a competitive marketplace that fulfills statutory expectations of providing functionally equivalent relay services in the most efficient manner.

We also discussed filings by other providers and agreement by Purple related to the harmonization of rules across relay types where possible. However, given that various forms of Internet-based relay (video, text, captioning, and speech) each catering to unique consumers with differing access preferences and abilities, in some cases a one-size-fits-all policy approach is not achievable. We also discussed briefly the physical locations of call centers and our view expressed at the meeting was consistent with our comments filed to the Commission's May 27, 2010 Notice of Proposed Rulemaking ("NPRM"). Our position as reflected by those comments applies to all forms of TRS call centers.

In other activities on the same day, Purple Communications CEO Dan Luis, along with CFO and President, John Ferron, and Jose Feliciano, Partner of Clearlake Capital, had a phone conversation with Paul de Sa from the Office of Strategic Planning and Policy. The parties discussed the FCC's recent information gathering from VRS providers related to policy reforms that will shape the future of the VRS industry. During the meeting, the Company indicated that it has no affiliation with White Label providers, nor does it currently operate any virtual (at home) call centers in the provision of its relay services. The Company volunteered to provide additional information as the Commission studies a variety of topics in anticipation of release of a Notice of Proposed Rulemaking.

Sincerely,

/s/
Kelby Brick, Esq.
Vice President, Regulatory & Strategic Policy