



WILTSHIRE
& GRANNIS LLP

April 1, 2011

Ex Parte

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

*Re: Structure and Practices of the Video Relay Service Program, CG Docket No. 10-51;
Telecommunications Relay Services and Speech-to-Speech Services for Individuals with
Hearing and Speech Disabilities, CG Docket No. 03-123*

Dear Ms. Dortch:

Sorenson Communications, Inc. (“Sorenson”) provides this information in response to inquiries received by FCC staff regarding its recently-launched software-based product, ntouch PC, which, along with Sorenson’s ntouch Mobile product for HTC EVO Android™ phones, represents exciting advances in VRS technology benefitting deaf users. ntouch PC allows deaf users to use their computers as videophones, while ntouch Mobile empowers deaf users to use their Android™ smart phones as videophones.

Sorenson designed this product and its systems to register the 10-digit and any toll-free numbers for ntouch PC and ntouch Mobile endpoints with the iTRS database to facilitate such communications. However, after the launch, Sorenson learned that due to an inadvertent software bug that was not detected during testing, about 30% of ntouch PC 10-digit numbers were initially not registered in the iTRS database administered by Neustar. This problem occurred only with respect to users who did not log out and log back into their ntouch accounts after installing the software. As soon as the problem was identified, Sorenson began working to correct the problem. The fix was promptly identified and Sorenson has developed a patch that corrects the problem, which has been in operation since mid-March. Since that time, all 10-digit numbers have been registered within 24 hours of a new user receiving their number. To its knowledge, all ntouch PC and Mobile 10-digit numbers have been registered in the iTRS database.

