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**VIA ELECTRONIC FILING**

July 18, 2011

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

**Re:** Notice of Ex Parte: CG Docket 10-51

Dear Ms. Dortch:

On July 15, 2011, Robin Horwitz, CEO, Jewel Jauregi, Director of Call Center Operations, and David Bahar, Director of Government and Regulatory Affairs, all of Convo Communications, LLC ("Convo"), met via videophone with Paul de Sa, Chief, Office of Strategic Planning and Policy Analysis.

During the videophone call, Convo continued its discussion with Mr. de Sa regarding a proposed video relay services ("VRS") reimbursement scheme in which providers would be reimbursed per customer rather than per minute.

Convo emphasized again to Mr. de Sa the importance of ensuring high levels of VRS service quality in devising any new or altered reimbursement scheme.

Convo further discussed with Mr. de Sa the following: 1) its strong support of the per-customer reimbursement scheme as a way of increasing industry competition and reducing fraud, abuse and waste; 2) considerations to include in devising any such reimbursement scheme in order to more fully excise fraud, waste, and abuse; and 3) the definition of a "customer"; and 4) how to ensure that customers retain the ability to freely choose or later change their preferred provider.

David J. Bahar

Director of Government and Regulatory Affairs  
Convo Communications, LLC