



June 28, 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 July 25, the undersigned met with Nicholas Alexander of the Wireline Competition Bureau.

We discussed the FCC’s pending plans to issue a Further Notice of Proposed Rulemaking that could change the reimbursement structure for the video relay industry from a per minute basis to a per user basis. We asked the Commission to consider the potential ramifications of such a transition including potential consumer impacts on choice of providers and quality of service.

The Commission should also consider a “per line” compensation methodology that would enable consumers to receive different services (mobile, home, office) from their preferred provider(s) instead of being contracted with a single provider for all forms of relay since providers may vary in the features and functions offered among various endpoints.

We re-iterated comments from other providers about the need for a clear road map and smooth transition to avoid abrupt changes to the provider community or the reliability of service received by consumers.

Sincerely,

/s/

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

Cc: Nicholas Alexander, WCB