

Before the  
Federal Communications Commission  
Washington, D.C. 20554

In the Matter of	)	
	)	
Telecommunications Relay Services and Speech-to-Speech Services for Individuals With Hearing and Speech Disabilities	)	CG Docket No. 03-123
	)	
Structure and Practices of the Video Relay Service Program	)	CG Docket No. 10-51
_____	)	

**ANNUAL REPORT OF CSDVRS, LLC  
FOR CONTINUED CERTIFICATION AS A VIDEO RELAY SERVICES PROVIDER**

**I. Introduction and Background**

Pursuant to 47 C.F.R. §64.606 (g), CSDVRS, LLC (d/b/a ZVRS, “CSDVRS”) hereby submits its annual report as a certified provider of video relay services (“VRS”).<sup>1</sup> CSDVRS received certification to provide VRS on September 21, 2007.<sup>2</sup> CSDVRS files this report to retain its certification for the purpose of providing VRS for which it is directly compensated by the Interstate TRS Fund. CSDVRS’ articles of incorporation and its status as a common carrier for the state of South Dakota, produced with the original petition for certification, remains in full effect.

CSDVRS hereby incorporates into this document its original petition for certification and its subsequent annual reports for continued certification filed in CG Docket No. 03-123, and asserts that all statements made in its original petition and annual reports remain true and

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<sup>1</sup> Certification is granted pursuant to the various requirements laid out in Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Report and Order and Order on Reconsideration, CG Dkt. No. 03-123, FCC 05-203 (December 12, 2005).

<sup>2</sup> See, *Notice of Certification of CSDVRS, LLC as a Provider of Video Relay Services (VRS) Eligible for Compensation from the Interstate Telecommunications Relay Fund (TRS)*, CG Docket No. 03-123 (September 21, 2007).

accurate unless otherwise noted in this report.

CSDVRS continues to (1) meet or exceed all non-waived operational, technical, and functional mandatory minimum standards contained at 47 C.F.R. §64.604 et. seq. of the Commission's rules and (2) make available adequate procedures and remedies for ensuring ongoing compliance with the Commission's rules, including informational materials to VRS users on complaint procedures sufficient for these users to know the proper procedures for filing complaints. None of CSDVRS' practices differ from or violate the mandatory minimum standards.

The list of individuals holding executive positions in CSDVRS, produced in the last Annual Report for Continued Certification, remains current with the following exceptions: CSDVRS has hired Ken McCann as Vice President, Consumer Care and Logistics, Philip Bravin, Vice President of Marketing and Jeff Rosen as General Counsel. There have also been some changes of the job titles and responsibilities of executives listed in the prior petition and report. Attached hereto as "EXHIBIT A" is a comprehensive list of the current CSDVRS executives.

In 2002, through an arrangement with Sprint, Communication Service for the Deaf (CSD) began providing VRS throughout all fifty states and the United States territories and began receiving indirect compensation from the Interstate TRS Fund for these services. On March 31, 2005, CSD launched CSDVRS as a separate brand, and continued to provide VRS, receiving compensation through Sprint until June 30, 2007. From July 1, 2007 to December 31, 2007, CSDVRS received compensation from the Interstate TRS Fund for providing VRS through Communication Access Center VRS. As of January 1, 2008, CSDVRS has been receiving

compensation from the Interstate TRS Fund directly. Under this arrangement, CSDVRS currently handles thousands of VRS calls daily through its 15 call centers located at Clearwater, Florida; Little Canada, Minnesota; St. Cloud, Minnesota; Indianapolis, Indiana; El Paso, Texas; Salem, Oregon; Sioux Falls, South Dakota; Frederick, Maryland; Waco, Texas; Austin, Texas; Burnsville, Minnesota; Lee's Summit, Missouri; Bentonville, Arkansas; Houston, Texas; and Beaumont, Texas. CSDVRS has further entered into contractual relationships with third-party VRS vendors with call centers in Silver Spring, Maryland; Baton Rouge, Louisiana; Kissimmee, Florida; Mayaguez, Puerto Rico (Spanish VRS); and Hamill, Puerto Rico (Spanish VRS).<sup>3</sup>

CSDVRS continues to provide the highest quality of VRS possible, typically exceeding the FCC's mandatory minimum standards. As noted in the original petition, from its inception, CSDVRS continues to be fully interoperable with all other VRS providers. VRS calls may be made through any of the following access points:<sup>4</sup>

- personal ten-digit number (video phones)
- FaceTime via Mac at [www.zvrs.com](http://www.zvrs.com)
- PC, Mac, iOS and Android devices (using Z4 software)

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<sup>3</sup> These contractual relationships are set to expire in a timely manner consistent with the effective date of the Commission's new rules prohibiting subcontracting with a third party for interpretation or call center services. *See, Structure and Practices of the Video Relay Service Program*, Report and Order and Further Notice of Proposed Rulemaking, CG Docket 10-51, 26 FCC Rcd 5545 ("2011 Order") (Adopted April 5, 2011); *Structure and Practices of the Video Relay Service Program*, Order Suspending Effective Date, FCC 11-86 (rel. May 31, 2011). Furthermore, consistent with the requirements of the 2011 Order, CSDVRS has terminated agreements with entities which provided VRS services through the CSDVRS platform under their own brands.

<sup>4</sup> "Help.csdvrs.tv (customer service)" had been listed as an access point in the petition for certification; however because this access point only is used to contact CSDVRS customer service and is not an access point for placing VRS calls.

- csdvrs.tv (video phones) / zvrs.tv
- Spanish.csdvrs.tv (Spanish VRS) / holavrs.tv
- csdvrsvco.tv (VCO)
- 866-want-vrs (866-296-8877 / inbound voice to VRS)
- 888-888-1116 (inbound voice and video)
- personal toll free numbers (video phones)<sup>5</sup>

CSDVRS also continues to introduce innovative systems, VRS features, employ the best interpreting services available, and utilize cutting edge relay technology as part of its efforts to achieve functional equivalency in the delivery of communications services to the user community. Over the past years, CSDVRS added the following VRS innovations to its services:

New Mirial Platform – In December 2008, CSDVRS updated its call processing platform with a new server provided by Mirial. The new platform supports already installed SIP videophones and will support the new H.263 and H.264 protocols. This enhanced video quality for CSDVRS users and was needed in order to support ten-digit numbering and E911.

New Products And Features - In 2009, CSDVRS introduced its new ZTM line of videophones including the Z-340 Wi-Fi phone manufactured by Creative, the Z-150 desktop videophone manufactured by Tandberg, and the Z-Ojo desktop videophone from Worldgate.

CSDVRS also internally developed and has put to market a host of other products, including the

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<sup>5</sup> CSDVRS no longer provisions customers personal toll free numbers and is transitioning existing customers with personal toll free numbers. *See Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, E911 Requirements for IP-Enabled Service Providers, Internet-Based Telecommunications Relay Service Numbering, Report and Order, CG Dkt. No. 03-123, WC Dkt Nos. 05-196 & 10-191 (August 4, 2011).*

ZPC100 soft client videophone for personal computers, the Z-Connect system for connections behind firewalls, Z-Contacts for instant uploading of customer “phonebooks,” and ISDN support for government customers. Additionally, with the advent of the new Mirial platform, CSDVRS supports single line voice carry over (VCO). In 2010, CSDVRS introduced the new Z20 video phone, Z4 software video phone for PC, Mac, Android and iOS (iPhone 4 and iPad 2) devices. CSDVRS provided video mail support for all Z video phones. CSDVRS supports FaceTime for iOS devices and flashers for the Z340. CSDVRS doubled its call volume capacity. In 2011, CSDVRS continued to add to the list of Android smartphones and tablets supported with the Z4 software video phone, added the zoom feature to the Z340 video phone, and added the eZcall capability to allow users to dial a telephone number from a website.

Instrumental to providing the highest quality VRS possible, as well as to ensure that call overflow is properly and expeditiously handled to meet the statutory minimum requirements, CSDVRS also implemented Secure Remote Interpreting (SRI) VRS services. To comply with the new Commission rule prohibiting video interpreters working from home, CSDVRS terminated SRI in August, 2011.<sup>6</sup>

## II. Continued Qualifications for Certification

24 hours/7 days a week service. CSDVRS continues to provide VRS in real-time 24 hours a day, 7 days a week, offering English-speaking sign language interpreters for deaf customers, tri-lingual interpreters for Spanish users, and voice carryover technologies for hard of

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<sup>6</sup> See, 2011 Order at ¶ 13. CSDVRS has filed a Petition for a Temporary Waiver seeking to allow the resumption of the SRI program for at least overnight shifts as a means to protect the safety of interpreters and to ensure adequate coverage during natural disasters and significant weather conditions. See, *Structure and Practices of the Video Relay Service Program*, CSDVRS’ Petition for Temporary Waiver, CG Docket 10-51 (August 12, 2010).

hearing users.<sup>7</sup>

Video Interpreters. CSDVRS continues to use the most highly qualified sign language interpreters in compliance with the FCC's mandatory minimum standards.<sup>8</sup> All interpreters continue to meet the same service level standards, receive the same training, and enjoy the same high quality working conditions and employment practices described in CSDVRS' petition for certification.

Confidentiality and Conversation Content. In accordance with the FCC's mandatory minimum standards, CSDVRS' video interpreters continue to relay calls verbatim, and never disclose the contents of any relayed conversation, keep records of the content of calls beyond their duration, or intentionally alter a relayed conversation.<sup>9</sup> As noted above, CSDVRS also continues to maintain strict confidentiality of all VRS calls by limiting access to its call centers.

Types of Calls. In accordance with the FCC's rules, CSDVRS has never imposed and will never impose any limits on the type, length, number or content of calls.<sup>10</sup> CSDVRS continues to handle all types of calls that have not been waived by the FCC.

Voice Mail and Interactive Menus. CSDVRS continues to comply with all FCC mandates to process calls involving voice mail and interactive voice menus, in real time.<sup>11</sup> CSDVRS also continues to provide video mail service so that hearing callers may leave messages when the

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<sup>7</sup> 47 C.F.R. §§64.604(b)(4)(i).

<sup>8</sup> 47 C.F.R. §64.604(a)(1).

<sup>9</sup> 47 C.F.R. §§64.604(a)(2).

<sup>10</sup> 47 C.F.R. §§64.604(a)(3).

<sup>11</sup> 47 C.F.R. §§64.604(a)(3)(vii).

recipient is unavailable.

Emergency Call Handling. On June 11, 2008, the FCC adopted a Report and Order requiring VRS providers to distribute 10-digit numbers linked to the North American Numbering Plan, and to follow a standardized process so that VRS emergency calls are routed directly and automatically to appropriate emergency services authorities.<sup>12</sup> This is to enable 9-1-1 dispatchers, VRS customers and VRS service providers to have a common procedure for processing 9-1-1 emergency calls. CSDVRS has developed, procured, and installed the systems needed to fully implement these automatic 9-1-1 call handling requirements using 10-digit numbering, to achieve compliance with all directives contained in the June order, which was further clarified in the Second Report and Order on ten-digit numbering, released on December 19, 2008.<sup>13</sup> CSDVRS is also in compliance with those portions of the FCC's March 2008 interim emergency order that continue to apply, including the requirements to give incoming emergency calls priority over non-emergency calls by moving these calls to the top of the queue, and a mandate to immediately re-establish contact with the TRS user and the appropriate emergency authority and resume handling the call in the event one or both legs of the call are disconnected.<sup>14</sup> CSDVRS also commits to full compliance with any and all additional emergency call handling procedures that will be required by future FCC orders. The diagram attached hereto

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<sup>12</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Order on Reconsideration, CG Dkt. No. 03-123, WC Dkt. No. 05-196, FCC 08-151, 23 FCC Rcd 11591 (adopted June 11, 2008).

<sup>13</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, CG Dkt. No. 03-123, WC Dkt No. 05-196, FCC 08-275 (December 19, 2008).

<sup>14</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order on Reconsideration, CG Dkt. No. 03-123, WC Dkt. No. 05-196, FCC 08-78 (adopted March 11, 2008).

as “EXHIBIT B” depicts the 9-1-1 process through the CSDVRS platform.

Speed of Answer. CSDVRS continues to meet or exceed the FCC’s requirement for at least 80 percent of all VRS calls to be answered within 120 seconds, calculated on a monthly basis.<sup>15</sup> Over the past year, CSDVRS’ average answer speed has continued to be under fourteen seconds.

Operations and Uninterruptible Power. The CSDVRS video network continues to incorporate redundancy throughout its video and data processing and storage facilities, hardware, software, public and private networks, and connections with redundancy features that are functionally equivalent to the equipment in local exchange central offices, including uninterruptible power for emergency use.<sup>16</sup> CSDVRS also uses multiple points to the public Internet and provides each VRS center with redundant connections to all access points. Because of these capabilities, the CSDVRS platform is fully redundant at the access level. Therefore, CSDVRS can lose an access node without impacting traffic handling capability. More specifically, when one access node becomes inaccessible, incoming VRS calls are routed to other access nodes that are available.

CSDVRS video call platforms distribute VRS calls to agents throughout CSDVRS’ call center locations. This prevents the loss of a call center from impacting the video call platform. CSDVRS closely monitors all hurricanes and severe weather, and adjusts manpower at unaffected call centers to compensate for the VI capacity at impacted centers. Once the severe weather threat has passed and an affected call center is back online, all communication lines,

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<sup>15</sup> 47 C.F.R. §§64.604(b)(2)(iii).

<sup>16</sup> 47 C.F.R. §§64.604(b)(4)(ii).

switches, routers and PCs are tested to ensure they are in working order before again routing calls through these call center locations.

CSDVRS also continues to have adequate network facilities to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Access to Long Distance Calling and Functionally Equivalent Rates. CSDVRS continues to handle long distance calls at no charge to its users.<sup>17</sup>

Public access to information. As described in its petition for certification, CSDVRS continues to conduct outreach and education to ensure that the deaf community is informed about VRS. This is accomplished through attendance at deaf conferences and gatherings, providing an educational website, distributing e-mails containing information and updates about VRS, and working through affiliate state associations to educate their communities.<sup>18</sup> CSDVRS also endeavors to conduct outreach on ten-digit numbering, as mandated by the FCC in the June Order.

Jurisdictional Separation of Costs. CSDVRS continues to have comprehensive procedures for tracking and reporting call data needed for its annual cost and data submissions to the Fund Administrator. CSDVRS will continue to provide the Administrator with true and accurate data necessary to determine TRS fund payments, and will comply with all associated obligations with respect to the delivery of such data.<sup>19</sup> In the event that the FCC separates VRS

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<sup>17</sup> 47 C.F.R. § 64.604(c)(4).

<sup>18</sup> 47 C.F.R. §§64.604(c)(3).

<sup>19</sup> 47 C.F.R. §64.604(c)(5)(iii)(C).

by jurisdiction and directs compensation from the Interstate Fund for interstate VRS only, CSDVRS will similarly comply with orders pertaining to the jurisdictional separation of the costs of providing these services.

*End-User Information.* Any customer information that CSDVRS acquires is used only for the purpose of connecting TRS users with called parties, and is not sold, distributed, shared or revealed in any other way.<sup>20</sup> CSDVRS will fully comply with any new directives pertaining to the handling of customer proprietary network information (CPNI), in the event that the FCC decides to apply the CPNI rules, or any portion thereof, to VRS providers.

*Notification of Substantive Changes.* CSDVRS hereby confirms its intent to notify the FCC of substantive changes within 60 days of the time that such changes occur, and to certify continued compliance with the FCC's minimum standards after such changes are implemented.<sup>21</sup>

### III. A Description of the Provider's Procedures for Ensuring Compliance

In order to ensure compliance with all of the FCC's rules governing CSDVRS, CSDVRS continues to train all employees when they are hired and when rule changes are adopted. In addition, CSDVRS continues to be informed about FCC decisions, actions and policies by its in-house counsel, and regularly studies all rule changes as they are effected.

### IV. A Description of the Provider's Complaint Procedures

CSDVRS continues to be committed to providing the highest quality customer service for all its service offerings. CSDVRS's users can contact customer service live and directly via the

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<sup>20</sup> 47 C.F.R. § 64.604(c)(7).

<sup>21</sup> 47 C.F.R. § 64.606(f)(2).

web (www.csdvrs.com), videophone (help.csdvrs.tv), voice, e-mail, or be transferred from a CSDVRS call center to customer service. Voice callers can also reach customer service by dialing 800-216-9293. All complaint procedures described in the original petition for certification remain in effect, including those for the handling of complaints and the preparation and delivery of consumer complaint logs. CSDVRS remains prepared to comply with all procedures and time frames specified in the Commission's rules for the resolution of consumer formal or informal complaints filed against CSDVRS.<sup>22</sup>

CSDVRS instituted a Corporate and Regulatory Compliance Committee in 2010. It is a cross sectional team to recommend and/or implement company-wide compliance policies in regard to corporate ethics and Federal and State regulatory issues.

CSDVRS' designated agent for receiving complaints, inquiries, orders, decisions and notices from the Commission is Jeff Rosen, 600 Cleveland St., Suite 1000, Clearwater, Florida 33755, 240-560-4396, jrosen@zvrs.com.<sup>23</sup>

#### V. Ways that the Provider's Service Differs from Mandatory Minimum Standards

CSDVRS meets all unwaived mandatory minimum standards for VRS and does not differ from these standards in any manner.

#### VI. Conclusion

CSDVRS remains committed to providing superior service that best meets the needs of the deaf and hard of hearing community. CSDVRS stands ready to supplement any of the

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<sup>22</sup> 47 C.F.R. §§64.604(c)(6).

<sup>23</sup> Note that the contact information for this individual has changed since first provided in the petition for certification.

answers provided in this report, as needed.

Respectfully submitted,

*Sean Belanger*

Chief Executive Officer  
CSDVRS, LLC

Jeff Rosen  
General Counsel  
(240) 560-4396  
jrosen@zvrs.com

September 15, 2011

## **“EXHIBIT A”**

### **CSDVRS Executives:**

#### **Sean Belanger – President and Chief Executive Officer**

Sean Belanger is the Chief Executive Officer (CEO) of CSDVRS, LLC. He received his B.S. in Management from Virginia Technology and has 30 years' experience in the technology industry. Mr. Belanger was most recently the CEO of the Paradyne Networks firm and was the driving force behind the unveiling of technology which resulted in increasing internet access to millions of customers, including major telephone companies. Prior to Paradyne Networks, he was the general manager of 3Coms Network Service Provider division.

#### **Philip W. Bravin – Vice President of Marketing**

Philip W. Bravin currently serves as Vice-President of Marketing for CSDVRS, LLC. He previously worked at Communication Service for the Deaf (CSD) located in Sioux Falls, SD where he helped pioneer the development of CSD's video relay service (VRS) and worked on cutting edge developments in communication technologies for deaf and hard of hearing people. He has served in other executive capacities at CSD, including being the General Manager of CSD-TV, an innovative and experimental web based TV network. Prior to joining CSD in 1999, Mr. Bravin was President of Yes You Can, Inc., a consulting organization specializing in enabling people with the latest technological advancements, in addition to providing management, marketing and technical consulting to schools, non-profit organizations and major corporations. He was formerly the President and Chief Executive Officer of the National Captioning Institute, the largest provider of closed captioning services in the world for close to three years. Prior to joining NCI, he worked for IBM Corporation for nearly 25 years in a variety of technical, management and marketing positions. Mr. Bravin holds a bachelor's degree from Gallaudet University and has done graduate work at Union College and the University of Hartford. Mr. Bravin currently serves as President of the Board of Trustees of the Lexington School and Center for the Deaf in New York and remains as a Board Member. He formerly served on the Board of Trustees at Gallaudet University for over 20 years, in which capacity he served as Chairman from 1988 to 1994. He is often called on to make presentations all over the United States and overseas on how technology enhances the lives of people who are deaf and hard of hearing. He resides in Chester, Vermont with his wife and is the proud father of 3 children and grandfather of 10 grandchildren.

#### **William Cobb – Vice President & General Manager of Stratus Video**

William Cobb is general manager of the Stratus Video business unit. This business unit is developing video products for the general marketplace. He received his B.S Degree in Business Administration from Alfred University. He has over 28 years' experience in the telecommunications industry. During his career, Mr. Cobb has held various positions in product development, technical support and sales management. He has worked at both large telephone companies, including Sprint (1985-1994) and several start-up companies, which has given him in-depth knowledge on developing, launching and supporting data communication products. He has been at the forefront of telecommunication technology his entire career. He aided in developing the 1st nationwide financial transaction processing network in the 1980s, the 1st

wireless data product using the cellular network in the early 1990s and as a pioneer in the development and advancement of Digital Subscriber Loop (DSL) technology for the past 11 years. From 2001 to 2005 he developed a highly successful \$25M worldwide CPE business, successfully establishing and leveraging off-shore development and manufacturing. He brings a unique set of technical, product, business development and senior management skills to CSDVRS. In the last 4 years he has held several senior management positions at CSDVRS.

### **Ken McCann – Vice President, Consumer Care and Logistics**

Ken McCann is Vice President of Customer Service and Logistics CSDVRS. Ken has over 25 years of experience in customer service, sales and installation/logistics. Prior to joining CSDVRS, Ken was Vice President of Customer Service/Technical Support, and inside sales at Everest Connections where he helped grow the company from 1,200 customers to over 38,000. He holds a MBA from the University of Phoenix.

### **Timothy Rarus –Vice President of Sales**

Tim Rarus is the Vice President of Sales of CSDVRS, LLC. Mr. Rarus began his career in 1989 by working for U.S. Senator John McCain in Washington, D.C., after receiving a B.A. in Government from Gallaudet University. After relocating to Overland Park, KS, Mr. Rarus became the Assistant Director of the Gallaudet University Regional Center to the Midwestern region. In 1994, Mr. Rarus relocated to Austin, Texas, to become the executive director of Vaughn House, Inc. In 1997, Mr. Rarus began working for CSD in Austin, focusing his efforts on interpreting and captioning issues in the Austin area. From the beginning he has played a key role in the development of CSD's Video Interpreting department.

### **Jeff Rosen – General Counsel**

Jeff Rosen is the General Counsel for ZVRS. Jeff is a third generation deaf person active in the disability movement as a civil and human rights attorney. Previously he served as the General Counsel and Director of Policy for the National Council on Disability, an independent federal agency advising the President and Congress on disability policy. One of Jeff's fondest accomplishments as an advocate was to help accomplish the Deaf President Now protest, which served as one catalyst for the Americans with Disabilities Act (ADA).

### **Lydia Runnels – Vice President of Engineering**

Lydia Runnels is Vice President of Engineering at CSDVRS. Lydia has over 25 years of data communications experience. Prior to joining CSDVRS, Lydia was Vice President of Research and Development at Paradyne Networks where she managed a \$20 million budget and over 100 engineers. Lydia was instrumental in the rollout of DSL. She holds a B.S.E.S. from the University of South Florida.

### **Chris Wagner – Vice President of Business and Field Operations**

Chris Wagner serves as the Vice President of Business and Field Operations for CSDVRS, LLC. Prior to his current role, he served as Vice President of Marketing and Vice President of Business Video Solutions. He received his bachelor's degree from the Rochester Institute of

Technology in Rochester, New York. Prior to joining CSDVRS, Mr. Wagner served as a consultant and as executive director of the Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties and the Deaf and Hard of Hearing Service of Pasco and Hernando Counties. With a background in healthcare administration, he was responsible for the implementation of the first deaf-assisted living facility and nursing facility for the deaf and hard of hearing in Florida. Largely responsible for the creation of the Florida Coordinating Council for the Deaf and Hard of Hearing, Mr. Wagner was appointed by Governor Jeb Bush as the first member and chairperson of the Coordinating Council. He also serves on numerous boards, which include stints as the president of the Florida Association of the Deaf (FAD), vice president of the National Association of the Deaf (NAD), vice chair of the Governor's American with Disabilities Act Working Group, member of the Florida Telecommunications Access System Act Advisory Board, member of the Florida Disability Task Force for Emergency Preparedness as the Chairman of the Board of Trustees of the Florida School for the Deaf and the Blind. Prior to his election as FAD President, he served as the first president of the Florida Coalition for Disability Rights. In 2004, Mr. Wagner received several awards for his outstanding leadership and advocacy on both state and national levels, including the first Claude Seale Advocate Award from the Florida Independent Living Council, the Robert Greenmun Award for State Leadership Excellence, and the Knights of the Flying Fingers Award from the NAD.

#### **Stacy Wagner – Chief Financial Officer**

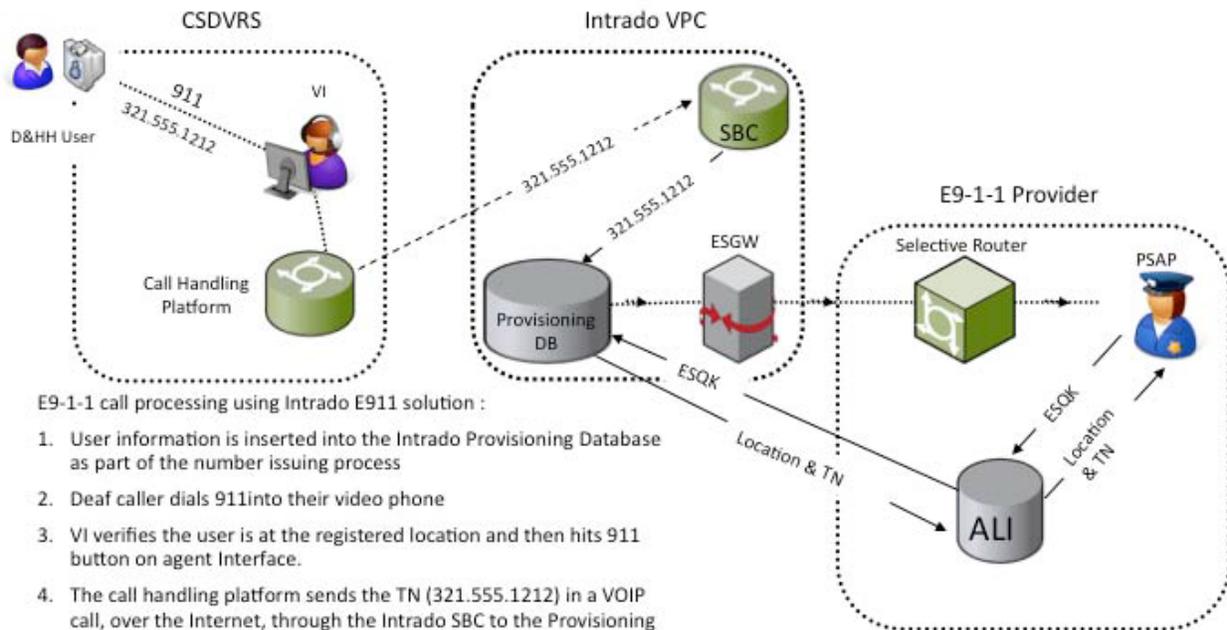
Stacy Wagner is the Chief Financial Officer (CFO) of CSDVRS, LLC. She received her B.S. in Accounting from Florida Southern College in Florida. She is also a Certified Public Accountant in the State of Florida. Ms. Wagner was the CFO and Treasurer of Oerlikon USA, Inc. for over 14 years. Oerlikon USA is engaged in the design and production of capital equipment for coating and etching processes that are crucial in the front-end area of semiconductor production. Prior to joining Oerlikon, Ms. Wagner had over 6 years of audit and tax experience in diverse industries with public accounting firms, including the “Big 4.”

#### **Aaron Wegehaupt – Vice President of Operations**

Aaron Wegehaupt is the Vice President of Operations for CSDVRS, LLC. Mr. Wegehaupt has over 13 years of experience as an interpreting professional and has been involved in the video relay service industry since its inception over six years ago, prior to which he spent time working in traditional telecommunications relay services. Mr. Wegehaupt holds an NAD V national interpreting certification and is a member of the Registry of Interpreters for the Deaf (RID). He has worked in legal, educational, corporate, and community settings as both an interpreter and manager. Along with his work as an interpreter, Mr. Wegehaupt has contributed to the profession in several different capacities, including his work as an adjunct professor and chairperson of the Interpreter Training Program in Sioux Falls, SD. Mr. Wegehaupt has also served on the boards of professional interpreting organizations in the state of South Dakota. Another area of expertise for Mr. Wegehaupt is Workforce Management; in 2004 he was named one of the finalists for the 2004 Summit Award for “Workforce Manager of the Year” sponsored by the Society of Workforce Planning Professionals (SWPP).

**"EXHIBIT B"**

# E9-1-1 Call – Deaf Person to PSAP



E9-1-1 call processing using Intrado E911 solution :

1. User information is inserted into the Intrado Provisioning Database as part of the number issuing process
2. Deaf caller dials 911 into their video phone
3. VI verifies the user is at the registered location and then hits 911 button on agent Interface.
4. The call handling platform sends the TN (321.555.1212) in a VOIP call, over the Internet, through the Intrado SBC to the Provisioning DB. Intrado determined the correct PSAP and routes the call via ESGW and Selective router to the PSAP
5. PSAP system queries the ALI database and presents the deaf user's location information to the call talker as they are connected to the VI
6. VI interprets the call between the PSAP and the Deaf user