



December 22, 2011

Via ECFS and email

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

Re: Structure and Practices of the Video Relay Service Program, CG Docket No. 10-51

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 0.459, Snap Telecommunications, Inc. (“Snap!VRS”) requested confidential treatment for its Application for Certification Renewal (“Application”), which was hand delivered to the Federal Communications Commission (“Commission”) on November 23, 2011. A letter addressed to the Secretary was filed on the same date under CG Docket No. 10-51 with an outline of the contents of this Application. On December 6, 2011, Snap!VRS filed a redacted version of its Application, marked as “PUBLIC INSPECTION COPY” for the public record.

Snap!VRS hereby amends its Application by providing the attached company Whistleblower Protections Policy and Form, as requested by the Commission.

Snap!VRS remains ready to respond expeditiously to Commission requests regarding its Application.

Sincerely,

/s/

Nancy J. Bloch
Chief Regulatory and Compliance Officer
443-438-1328 V/VP
nbloch@snapvrs.com

cc: Gregory Hlibok, Chief, Disability Rights Office/CGB

Attachment



Employee Protections (Whistleblower) Policy

I, _____ (employee's full name, printed)
acknowledge that I have read and understand the following:

If any employee reasonably believes that a policy, practice or activity of Snap!VRS is in violation of federal or state law, especially as it relates to combating waste, fraud and abuse in relay services, he or she would either write a complaint to, request a meeting with the company compliance officer, or share his or her concerns directly with the Federal Communication Commission's Office of Inspector General or Enforcement Bureau. Further, if the employee comes into contact with former employees, the employee is encouraged to share the company whistleblower protections policy with them.

Snap!VRS is committed to protection from reprisals should any employee who, in good faith, makes a complaint against some practice or any other individual or entity with whom the company has a business relationship.

It is the intent of Snap!VRS to adhere to all applicable laws and regulations and the company very much appreciates the full support of each employee in helping to achieve legal compliance.

Employee Signature

Date