

February 8, 2012

*Via Electronic Filing and Overnight Delivery*

Ms. Marlene Dortch

Secretary

Federal Communications Commission

445 12<sup>th</sup> Street, SW

Washington, DC 20554

Re: In the Matter of Structure and Practices of the Video Relay Service Program (CG  
Docket 10-51) – Organization Update

Mrs. Dortch,

PowerVRS, LLC (“PowerVRS”) and its legal representatives hereby submit the following Supplement to its November 22, 2011 *Internet-based TRS Certification Reapplication*, pursuant to 47 C.F.R. Section 64.606(a)(2) of the Federal Communication Commission (“Commission”). The intent of the following is to inform the Commission of the relocation of our call center in Flint, Michigan and to include the specifics of that call center.

Any comments or questions may be directed to the persons specified herein.

Sincerely,



Thomas Jaffke

Counsel

CC: Mr. Gregory Hlibok ([Gregory.hlibok@fcc.org](mailto:Gregory.hlibok@fcc.org))

Ms. Karen Peltz ([Karen.strauss@fcc.org](mailto:Karen.strauss@fcc.org))

Ms. Diane Mason ([diane.mason@fcc.org](mailto:diane.mason@fcc.org))

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554**

In the Matter of )  
Structure and Practices of ) CG Docket No. 10-51  
The Video Relay Service Program )

**AGENCY UPDATE**

PowerVRS is presenting the following documents relating to the relocation of the Flint, Michigan call center and the specifics associated with the call center. This is meant to demonstrate to the Commission of PowerVRS' dedication to comply with its related rules, and to shore up its TRS certification eligibility.

**I. INTRODUCTION**

PowerVRS submitted its *Internet-based TRS Certification* on September 16, 2011 in accordance with the Commission's 47 C.F.R. Section 64.606(a)(2) Rule to request a TRS certification to continue its Video Relay Service ("VRS") operations and the *Internet-based TRS Certification Reapplication* on November 22, 2011. In both documents, PowerVRS ably demonstrated its compliance to Sections 64.604 and 64.606, and has continued to make internal improvements to its facility, policies, procedures, technology, and other capabilities to function in line with the Commission's minimum standards specified for the VRS providers. This is a demonstration by the PowerVRS of its commitment to be a VRS provider of quality services and comply with all of the

**Redacted Version**