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March 16, 2012

Marlene H. Dortch  
Federal Communications Commission  
445 Twelfth Street S.W.  
Washington, D.C. 20554

Re: CG Docket No. 10-51  
Amendment to AT&T IP Relay Certification Application

Dear Ms. Dortch:

Please accept for electronic filing in the above-referenced docket the attached Amendment to AT&T Corp.'s Certification Application for Internet Protocol Relay Service.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Robert Vitanza", with a long horizontal flourish extending to the right.

Robert Vitanza

Attachment

**BEFORE THE  
FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, DC 20554**

In the Matter of	)	
	)	
Structure and Practices of Video Relay Services	)	
Program	)	CG Docket No. 10-51
_____	)	
	)	
Internet Protocol (“IP”) Relay Service	)	
Certification	)	

**AMENDMENT TO  
INTERNET-BASED TRS CERTIFICATION APPLICATION  
OF AT&T CORP. FOR  
CERTIFICATION OF IP RELAY SERVICE**

AT&T Corp. (“AT&T”) submits to the Federal Communications Commission (the “Commission”) this amendment to the application for certification of its Internet Protocol (“IP”) Relay Service.

**I. Summary**

On December 5, 2011, AT&T filed with the Commission its application for certification of its IP Relay service. Recently, AT&T has modified its process for verifying information provided by users of its IP Relay service during the registration process. Therefore, AT&T amends its application for certification of its IP Relay service.

**II. Qualifications for Certification.**

AT&T provides the following information pursuant to Commission rule §64.606(a)(2), 47 C.F.R. §64.606(a)(2):

**E. Registration Process (47 C.F.R. §64.611).**

AT&T IP Relay service requires non-registered users to register with AT&T as their default provider in order to use the service. As part of the registration process, users must

provide a first name, last name, e-mail address, and physical address within the United States to create an IP Relay account.

After the user confirms the accuracy of the registration information they have entered, AT&T, through its vendor Bandwidth (successor to DASH), validates that the physical address provided by the registering user is located in the United States and is served by a PSAP. If Bandwidth cannot validate the address submitted by the user in this manner, AT&T advises the user that it cannot verify the address. If Bandwidth validates the address submitted by the user, the user may proceed with the remainder of the registration process.

If the address provided by the user is validated, AT&T requires the user to fax or mail to AT&T within 14 days documentation that verifies their name and address, such as driver's license, State ID, recent utility bill, student ID, passport/green card, US Government or Military ID, or Matricula Consular Card. A copy of the message sent to users with this message is attached as Attachment 1-I. After AT&T has verified the user's name and address from the documentation provided by the user, AT&T will notify the user that their information has been confirmed and that they can continue with the registration process and place an IP Relay service call. When the user accesses AT&T's IP Relay service after receipt of this confirmation notice, the user can complete the registration process.

To complete the registration process, the user must (1) self-certify that they have a medically recognized disability, (2) agree to AT&T's terms of service for IP Relay service, and (3) request a 10-digit telephone number. Users who complete these steps are then assigned a 10-digit telephone number.

AT&T obtains routing information, including IP addresses or domain names and user names, from the user automatically, provisions and maintains such data in the TRS numbering

directory, and maintains such information within AT&T's internal database as well. AT&T also ceases routing information from all users that port a 10-digit number to another default provider, communicates with other providers to ensure that only a default provider provisions information to the central database, and is aware that it must query the TRS database for accurate routing information. AT&T has not distributed any equipment as part of its IP Relay service operation.

AT&T includes an advisory on its website and in promotional materials addressing E911. AT&T also includes information in the same advisory on its website about the numbering and registration process, such as how a user can obtain a ten-digit telephone number, the ability to move their number to another provider, the process to submit, update, and confirm receipt by the provider of their registered location, and a statement of the importance of maintaining accurate up-to-date registered location information. AT&T obtains and retains each registered users' affirmative acknowledgement that they have received and understood this information.

March 16, 2012

Respectfully submitted,

**AT&T Corp.**

By: /s/ Robert Vitanza  
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Gary L. Phillips  
Peggy Garber

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*Counsel for AT&T Corp.*

## ATTACHMENT 1-I

### REGISTRATION SCREEN SHOTS

NEW REGISTRATION EFFECTIVE FEBRUARY 2, 2012:

Thank you for beginning the registration process to use AT&T IM Relay Services!

To validate your information and activate your AT&T Relay IM privileges, you will be connected to our AT&T Relay Customer Care Team. You will be asked to fax or mail further documentation to them as follows:

Acceptable documentation includes a copy of any one of the following documents that contains your (IM registrant's) name and current address. You must also include your AOL Screen Name along with your identification.

- Driver's License
- State ID
- Recent Utility Bill

Other forms of ID such as Student ID, Passport/Green Card, US Government or Military ID, or Matricula Consular Card may be acceptable if they contain your name and address information.

Documentation can be faxed to 1-888-288-2184 or mailed to:  
AT&T Relay Customer Care, P.O. Box 1080, Norton, VA 24273.

Upon receipt of your documentation, AT&T Relay Customer Care will validate your information and activate your IM Relay service. You will receive an email notification at the email address you have provided during registration. Please ensure the email address you have listed is accurate.

You may contact AT&T Relay Customer Care for additional information or account validation status by:

- Telephone - Voice 1-800-682-8706 or TTY 1-800-682-8786
- Email - [rm-attcustomer care@att.com](mailto:rm-attcustomer care@att.com) Please include your first and last name, complete address, IM Username, and contact information
- Chat - Between 9 AM and 9 PM (Eastern) Monday-Saturday - Login to your AIM account, chat with screen name ATTRelay and type LIVEHELP

You are number \_\_\_\_ in line for assistance.  
Thank you for your patience.

You will be contacted by an ATTRelayCS agent shortly.

Please be on the lookout for an IM from ATTRelayCS in a separate window or tab  
The agent will help you with the next step of the registration process