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April 5, 2012

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; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities. CG Docket No. 03-123 & CG Docket No. 10-51

Dear Ms. Dortch:

On March 30, 2012 Sorenson Communications, Inc. (“Sorenson”) filed an ex parte with the Commission misconstruing Purple Communication, Inc.’s (“Purple”) business practices. Sorenson’s ex parte intentionally misstates facts and makes false and baseless allegations. Sorenson’s ex parte falsely describes a “Purple’s practice of placing deaf individuals at call centers for employers such as Allstate”. No such practice exists. Purple does not provide a placement service for deaf or hard of hearing individuals at employers like Allstate, or offer any type of recruiting or similar services.

As Purple has detailed in previous filings, the Company offers Allstate its expertise regarding employing and serving deaf and hard of hearing individuals. No financial arrangement requires Allstate (or any other company or individual) to use Purple’s technology or VRS service and Allstate employees are free to use any VRS provider that they wish. Allstate receives no compensation from Purple for its support of the deaf and hard of hearing and the ADA. Instead, Allstate employs deaf and hard of hearing individuals of its own volition and in support of the ADA. Likewise, Sorenson’s allegation that Purple provides “other services, and may do so at a discount in return for also providing VRS” is also false and misleading.

Sorenson is attempting to mislead the Commission and the public by drawing conclusions and making careless allegations based upon practices that do not exist. Sorenson’s suggestion that Allstate’s employment of the deaf and hard of hearing and Purple’s provision of VRS service to working customers may violate the Commission’s rules against incentives is in direct conflict with a core tenant of the ADA. Purple urges the Commission to take a strong and public position against any such suggestion, and supporting the efforts of progressive employers in the private and public sectors who recognize the immense value of relay services in ensuring deaf and hard of hearing employees have equal access in the work place.

The Company welcomes further dialogue on this topic as desired by the Commission.

Sincerely,

PURPLE COMMUNICATIONS, INC.

A handwritten signature in black ink, appearing to read 'JGLL', is positioned above the printed name of the sender.

John Goodman
Chief Legal Officer

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