



WILTSHIRE  
& GRANNIS LLP

**REDACTED – FOR PUBLIC INSTPECTION**

July 5, 2012

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Gregory Hlibok  
Chief, Disability Rights Office  
Bureau of Consumer and Governmental Affairs  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51;  
*Telecommunications Relay Services and Speech-to-Speech Services for Individuals with  
Hearing and Speech Disabilities*, CG Docket No. 03-123

Dear Ms. Dortch and Mr. Hlibok:

On July 2, 2010, Reed Steiner of Sorenson Communications, Inc. ("Sorenson") and Alex Kerr of Madison Dearborn Partners ("MDP") and the undersigned, on behalf of Sorenson, spoke with Nicholas Alexander, Wireline Competition Bureau, and Tom Brown, Office of Strategic Planning and Policy Analysis, with respect to the above-captioned proceeding. We explained how to reconcile the numbers with respect to operating costs included in Slide 7 of the written presentation provided at Sorenson's and MDP's May 7, 2012 meeting with the numbers filed in the RSDR reports. As Sorenson has previously explained in its comments, the RSDR reports do not collect or permit the reporting of some VRS-related costs that are an important part of providing VRS services and the platforms to support both VRS and FCC-mandated point-to-point communications. Specifically, the line on that slide entitled "Total Operating Costs Per Minute" would be adjusted by **\*\*BEGIN HIGHLY CONFIDENTIAL\*\***



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██████████ **\*\*END HIGHLY CONFIDENTIAL\*\*** This reconciles the two totals. We also explained that the line on that slide for "Other Actual Costs per Minute (incl. Interest and Taxes)" broke down into: **\*\*BEGIN HIGHLY CONFIDENTIAL\*\*** ██████████  
██████████ **\*\*END HIGHLY CONFIDENTIAL\*\***.

As required by paragraph 12 of the *Second Protective Order*, we submit: (a) one copy of the version of this letter containing Highly Confidential Information to the Secretary's Office; (b) two copies of the letter in redacted form to the Secretary's Office; and (c) two copies of the letter containing Highly Confidential Information to Gregory Hlibok. We will also file a copy of the redacted version via ECFS. As required by paragraph 3 of the *Second Protective Order*, we have received written approval from Commission staff for the confidentiality designations in the filing.

Sincerely,



John T. Nakahata  
Christopher Wright  
*Counsel to Sorenson Communications, Inc.*

cc: Nicholas Alexander  
Tom Brown