



REDACTED

July 23, 2012

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

Gregory Hlibok  
Chief, Disability Rights Office  
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:

In response to a question from Federal Communications Commission staff, Sorenson Communications, Inc. provides a further breakout of its Selling, General and Administrative (SG&A) costs and Human Resources (HR) costs as listed in the ex parte presentation filed on July 11, 2012. Of those costs, excluding very small amounts, **\*\*BEGIN HIGHLY CONFIDENTIAL\*\***

**\*\* END CONFIDENTIAL\*\***

As required by paragraph 12 of the *Second Protective Order*, we submit: (a) one copy of this letter containing Highly Confidential Information to the Secretary's Office; (b) two copies of this letter 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  
Charles Breckinridge  
Counsel to Sorenson Communications, Inc.