

Before the
Federal Communications Commission
Washington, D.C. 20554

Received & Inspected
AUG 28 2012
FCC Mail Room

In the Matter of)	
)	
Telecommunications Relay Services and Speech-to-Speech Services for Individuals With Hearing and Speech Disabilities)	CG Docket No. 03-123
)	
Structure and Practices of the Video Relay Service Program)	CG Docket No. 10-51
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_____)	

To: Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program

**SUPPLEMENT TO THE INTERNET-BASED TRS CERTIFICATION
APPLICATION FOR RENEWAL BY CSDVRS, LLC (D/B/A ZVRS)**

CSDVRS, LLC (d/b/a ZVRS, “ZVRS”) submitted on June 15, 2012 its application for certification renewal as a provider of VRS that is eligible for compensation from the Interstate Telecommunications Relay Service (“TRS”) Fund.¹ ZVRS supplements its application as follows:

- 1) As stated in its application, ZVRS has always met or exceeded the mandated Speed of Answer requirement. ZVRS attests that it will ensure adequate staffing of its TRS facilities to provide callers with efficient access within projected calling volumes so that the probability of a busy response due to a CA’s unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network;² and
- 2) As noted throughout its application, ZVRS has timely and consistently submitted reports and

¹ *Structure and Practices of the Video Relay Service Program; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Internet-Based TRS Certification Application for Renewal by CSDVRS, LLC (D/B/A ZVRS), CG Docket Nos. 10-51 and 03-123 (June 15, 2011).

² 47 C.F.R. §64.604(b)(2)(i).

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other information required of it under the TRS rules. ZVRS attests that it will continue to timely file all of the required reports and other information in full compliance with the TRS rules.

Respectfully submitted,

Jeff Rosen
General Counsel
CSDVRS, LLC (d/b/a ZVRS)
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August 27, 2012

AUG 28 2012

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CSDVRS, LLC

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August 27, 2012

Via Courier and Electronic Filing

Marlene H. Dortch, Secretary
Kris Anne Monteith, Acting Chief
Consumer and Governmental Affairs Bureau
TRS Certification Program
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

**RE: Supplement to Internet-Based TRS Certification Application for Renewal by
CSDVRS, LLC (d/b/a ZVRS)**

Dear Ms. Dortch and Ms. Monteith:

Please find attached a Supplement to CSDVRS, LLC's (d/b/a ZVRS) June 15, 2012 application for certification renewal as a provider of video relay services.

Sincerely,

/s/

Jeff Rosen
General Counsel

Attachments

cc: Karen Peltz Strauss, Deputy Chief, Consumer and Governmental Affairs Bureau
Gregory Hlibok, Chief, Disability Rights Office

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