

Tamara Preiss  
Vice President  
Federal Regulatory Affairs



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**Ex Parte**

1300 I Street, NW, Suite 400 West  
Washington, DC 20005

Phone 202 515-2540  
Fax 202 336-7922  
tamara.preiss@verizon.com

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

**Re: CVAA Report Tentative Findings, CG Docket No. 10-213**

Dear Ms. Dortch:

Verizon Wireless files this letter to provide additional information and clarify the FCC's Tentative Findings in the above noted docket.<sup>1</sup>

First, the Tentative Findings note that Verizon Wireless provides text-to-speech TALKS software for certain devices.<sup>2</sup> To clarify, Verizon Wireless previously marketed devices that provided TALKS, but transitioned to a text-to-speech software called "Mobile Accessibility" in mid-2012 for certain devices marketed after that time and available on a greater number of Android devices. Verizon Wireless no longer offers TALKS on any of its devices.

Second, the Tentative Findings suggest that consumers may not find what they need with respect to the HAC ratings of handsets when they visit carriers' stores.<sup>3</sup> Verizon Wireless notes that the HAC ratings of all of its devices are included on the call-out-cards that are located adjacent to its handsets in its stores. The handsets are available for in-store testing with a consumer's hearing aid. In addition, HAC information and HAC ratings for all devices are noted on Verizon Wireless' website. Finally, it is important to note that while customer service representatives can advise consumers of a HAC rating they cannot advise consumers as to whether a particular handset will meet a particular consumer's needs. The only way this can be determined is for the consumer to test a handset and/or consult an audiologist.

Should there be any questions regarding the foregoing, please contact the undersigned.

Very truly yours,

A handwritten signature in black ink, appearing to read "Tamara Preiss".

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<sup>1</sup> *Consumer and Government Affairs Bureau Seeks Comment on Its Tentative Findings About the Accessibility of Communications Technologies for the First Biennial Report Under the Twenty-First Century Communications and Video Accessibility Act*, CG Docket No. 10-213, Public Notice, DA 12-1391 (rel. Aug. 23, 2012) ("Tentative Findings").

<sup>2</sup> *Id.* at ¶ 11.

<sup>3</sup> *Id.* at ¶ 20.