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April 8, 2013

**VIA ELECTRONIC FILING**

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

Re: Notice of Ex Parte Meeting, CG Docket Nos. 03-123 and 10-51

Dear Ms. Dortch:

On April 4, 2013, Claude Stout, Executive Director, Telecommunications for the Deaf and Hard of Hearing, Inc. (“TDI”) and Chair, Deaf and Hard of Hearing Consumer Action Network (“DHHCAN”); Howard Rosenblum, Chief Executive Officer, National Association of the Deaf (“NAD”) and Cheryl Heppner, National Advocacy Director, Association of Late Deafened Adults, Inc. (“ALDA”) and Vice-Chair DHHCAN (together, the “Consumer Representatives”) and the undersigned met with Karen Strauss, Deputy Chief; Robert Aldrich and Elaine Gardner of the Consumer and Governmental Affairs Bureau and Jonathan Chambers, Acting Chief; Nicholas Alexander, Special Counsel and Henning Schulzrinne, Chief Technology Officer, of the Office of Strategic Planning and Policy Analysis, to discuss the Video Relay Service (“VRS”) Notice of Proposed Rulemaking (“NPRM”) released on December 15, 2011.

The Consumer Representatives share the FCC’s goal of ensuring true interoperability of VRS service and equipment and ensuring that VRS users benefit from technological innovations in communications services generally. The long term goal must be to make “off the shelf” technology from mainstream companies available and accessible to VRS users, not just for VRS use, but for peer-to-peer video communication. Innovations in research and development should be implemented by any shared platform developed under contract with the Commission, but also by companies that offer VRS over their own platforms.

The Consumer Representatives asked the FCC to ensure that qualified users, who have had extensive experience in making and receiving TRS calls, as recommended by national consumer advocacy organizations, are included in committees that advise the TRS Fund Administrator, that develop new industry standards, and that guide research and development to benefit VRS users.

The participants discussed the need for independent third party outreach to educate the business community so that recipients of VRS calls understand and accept the service. Consumer Representatives also asked that providers continue to receive reimbursement for individual company outreach, to introduce new users to VRS and new services to existing VRS customers. The participants also discussed the timing of implementing new VRS reforms and reimbursement of provider costs associated with implementing such reforms.

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Respectfully submitted,

*/s/ Tamar Finn*

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Counsel for TDI

cc (by e-mail):

Karen Strauss  
Robert Aldrich  
Elaine Gardner  
Jonathan Chambers  
Nicholas Alexander  
Henning Schulzrinne