



CSDVRS, LLC
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March 18, 2014

Via Electronic Filing

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

RE: Ex Parte Notice: CG Docket Nos. 10-51 and 03-123

Dear Ms. Dortch:

On March 14, 2014, Lydia Runnels, Vice President, Product Development and Engineering, Aaron Wegehaupt, Vice President of Operations and Michael Strecker, Corporate Compliance Officer, all of CSDVRS, LLC (“ZVRS”) met with Karen Peltz Strauss, Deputy Bureau Chief, and Gregory Hlibok, Chief, over video conference. Mr. Wegehaupt discussed the company’s challenges in satisfying the anticipated Speed of Answer requirement effective July 1, 2014 of 85% of video relay service (“VRS”) calls in less than 30 seconds. Mr. Wegehaupt also provided information regarding winter weather issues and the impact on call center staffing. Consistent with ZVRS’ oft-expressed comments to the Commission, Mr. Wegehaupt established that providers have jointly urged the FCC to urgently review the daily measurement requirement of the speed of answer (SoA) requirement for VRS calls.

Sincerely,

/s/

Aaron Wegehaupt
VP of Operations

cc: Karen Peltz Strauss
Gregory Hlibok