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August 8, 2014

**Via Electronic Filing**

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

**Re: Notice of Ex Parte Meeting; CG Docket Nos. 13-24, 10-51 and 03-123**

Dear Ms. Dortch:

On August 6, 2014, Claude Stout, Executive Director, Telecommunications for the Deaf and Hard of Hearing, Inc. (“TDI”); Randall Pope, President, American Association of the Deaf-Blind (“AADB”); Mark Hill, President, Cerebral Palsy and Deaf Organization (“CPADO”); Sheri A. Farinha, Vice Chair, California Coalition of Agencies Serving the Deaf and Hard of Hearing, Inc. (“CCASDHH”); Lise Hamlin, Director of Public Policy, Hearing Loss Association of America (“HLAA”); Andrew S. Phillips, Policy Counsel, National Association of the Deaf (“NAD”); Monicah Tenai, NAD Intern through the Washington Fellowship for Young African Leaders program; and the undersigned participated in a meeting (either in person or by phone) with:

- Kris Monteith, Karen Strauss, Robert Aldrich, Gregory Hlibok, Eliot Greenwald, Jacqueline Ellington, Elaine Gardner, and Caitlin Vogus of the Consumer & Governmental Affairs Bureau (“CGB”);
- Diane Mason and Andrew Multz of the Office of Managing Director (“OMD”);
- Jonathan Chambers of the Office of Strategic Planning & Policy Analysis (“OSP”); and
- Maria Kirby, Legal Advisor to Chairman Tom Wheeler and Diane Cornell, Special Counsel to Chairman Tom Wheeler.

During the meeting, the Consumer Group representatives spoke about the need for a greater emphasis on deaf-blind issues. They encouraged the Commission to hold a deaf-blind policy summit that might include panels about the National Deaf-Blind Equipment Distribution Program, the provision of communication facilitator services in conjunction with Video Relay Service (“VRS”) or point-to-point services, and general concerns about the use of equipment and various relay services including IP Relay and Internet Protocol Captioned Telephone Service (“IP-CTS”).

The participants also talked about issues related to individuals who are deaf with a mobility disability. The Consumer Group representatives suggested including individuals who are deaf and mobile-disabled in a deaf-blind policy summit and

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raised a question about using a certified deaf interpreter (“CDI”) to assist with VRS calls. In addition, they re-asserted their desire to allow VRS users to opt into a skills-based routing system to select a VRS communication assistant (“CA”) according to skill sets, specialized communication needs, and areas of knowledge. Such a system would allow consumers to create profiles containing their self-assessed communication needs and be matched accordingly when possible.

The Consumer Group representatives expressed their support for an advisory committee that has a broader role than the Interstate TRS Fund Advisory Council. They recommended that the Commission move forward with such a committee in the near term.

Stressing the need for robust quality standards in relay services, the participants discussed the possibility of developing a definition of functional equivalency for telecommunications relay service (“TRS”) to reflect the current technological advances in telecommunications services. They also talked about conducting research and tests to evaluate the quality of TRS service and set up minimum quality standards for each type of relay service, particularly since it is difficult for individuals who are deaf, hard of hearing, deaf-blind, or deaf and mobile-disabled to assess whether a CA accurately interprets both sides of the communication. They also spoke about methods to collect and report consumer complaints regarding TRS quality concerns, including designing a survey.

Finally, the participants talked about the Public Notice released on August 1, 2014 regarding the IP-CTS rules and user registration and certification requirements.

Respectfully submitted,

*/s/ Danielle Burt*

Danielle Burt

Counsel for TDI

cc (by e-mail):

Kris Monteith  
Karen Strauss  
Robert Aldrich

Claude Stout  
Randall Pope  
Mark Hill

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Gregory Hlibok  
Eliot Greenwald  
Jacqueline Ellington  
Elaine Gardner  
Caitlin Vogus  
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Diane Cornell

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