



August 15, 2014

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

*Electronic cc: Karen Peltz Strauss and Gregory Hlibok*

Re: 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; *Notice of Ex parte Meeting*

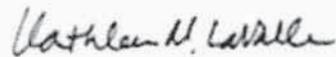
Dear Ms. Dortch:

On August 12, 2014, Everett Puckett (CEO, Communication Access Ability Group (“CAAG”)), and Jeremy Jack (Vice President of VRS Operations, CAAG), participated in a meeting by phone with FCC attendees Gregory Hlibok (Chief, Disability Rights Office, Consumer and Government Affairs Bureau (“CGB”)), Robert Aldrich (Attorney Advisor, CGB), and Caitlin Vogus (Attorney-Advisor, Disability Rights Office, CGB) to discuss the following items with the Commission.

- 1) CAAG followed up with additional information regarding VRS accessibility for Deaf-blind consumers including sign with text and text to electronic braille capabilities. CAAG added that the specialized needs of Deaf-blind consumers underscore the necessity of skill-based routing.
- 2) CAAG reiterated its support for allowing interpreters to work from home during overnight hours and as emergency back up to meet speed of answer (“SoA”) requirements.
- 3) CAAG gave an update on data being collected on SoA capability. CAAG reiterated its position that SoA penalties should only apply to the percentage of calls that are non-compliant and not to all calls for an entire month or day.

- 4) CAAG expressed concern over upcoming consumer registration requirements with the TRS User Registration Database and the scope of RLSA's upcoming 2014-2015 year audit that will focus on consumer registration and verification. CAAG shares the concerns of the Consumer Groups, the TRS Fund Advisory Council, and other providers regarding what data is captured and how providers will verify that data.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Kathleen M. Ladd". The signature is written in a cursive style.