

September 18, 2014

Via Electronic Filing

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

Re: Notification of Substantive Change, *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51; *Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123—47 C.F.R. § 64.606(f)(2).

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.606(f)(2), Sorenson Communications, Inc., (“Sorenson”) hereby notifies the Commission of a substantive change to its TRS service. On or around July 23, 2014, Sorenson began rolling out version 4.0 of its ntouch software. Sorenson expects to upgrade all users over the course of approximately six months to one year. The new software adds the following features or abilities:

For VP, Desktop, and Mobile Platforms

- The ability to share profile photos and assign photos to contacts;
- The addition of real-time sharing of text for topics like account numbers;
- The ability to transfer point-to-point calls;
- DTMF support allowing deaf users to make touch-tone inputs rather than requiring interpreters to do so;
- The ability for users to customize their SignMail greetings;
- The ability to record and view SignMail in VGA resolution;
- The ability for Sorenson to prevent devices from placing calls (other than 911 calls) until the caller contacts Sorenson, in the event of:
 - International callers not submitting a voucher; or
 - Accounts that have not been verified within 30 days.

For the Mac OS Application Only

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- Support for 720p video;
- The ability for users to dial phone numbers embedded in websites including Yelp; and
- The addition of 2-line VCO support.

For the PC Application Only

- An updated video and audio engine not affecting callers' experience; and
- The software no longer requires Flash.

For the Android Application Only

- A tablet-aware user interface;
- The ability to delete calls from users' call history; and
- The addition of a missed call notification badge.

Sorenson does not expect these changes to affect its compliance with applicable minimum standards.

Sincerely yours,

/s/

John R. Grimm

Counsel for Sorenson Communications, Inc.