

Congress of the United States
Washington, DC 20515

0172

February 7, 2011

Commissioners
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Dear Chairman Genachowski, Commissioner Baker, Commissioner Clyburn,
Commissioner Copps, and Commissioner McDowell:

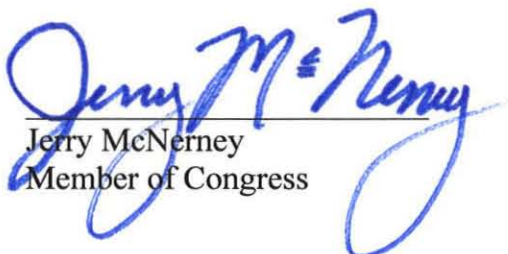
As you know, providers of video relay services (VRS) fill a crucial role facilitating telephone communications for deaf, hard-of-hearing, and speech-impaired individuals. Several companies provide the necessary technology and interpreters to allow everyone to be able to communicate, and it is important that each of these companies adhere to basic guidelines to ensure competent service. I am happy that the Federal Communications Commission has created a certification process to make sure that VRS companies are able to provide quality service to customers.

However, Convo Communications, a company with employees and consumers in our districts, applied for certification from the Commission in October 2009, but its application has still not been processed. The FCC has informed us that the certification process has come under scrutiny following the discovery that several unscrupulous companies were improperly taking advantage of the system, and we appreciate your commitment to protecting consumers. However, we are concerned about the length of time that Convo's application has been pending.

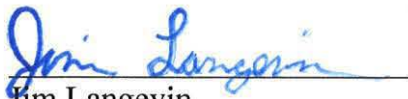
We urge you to process Convo Communications' application in a fair and timely manner. Delaying certification hinders the company's ability to efficiently run a business, and certification delays for good companies ultimately prove detrimental to customers who depend on VRS.

The FCC has played a significant role supporting Americans with disabilities. We request that you inform us of the progress of Convo Communications' application at the earliest opportunity.

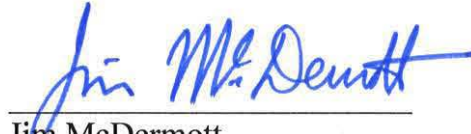
Sincerely,


Jerry McNerney
Member of Congress


Jo Bonner
Member of Congress



Jim Langevin
Member of Congress



Jim McDermott
Member of Congress



Tom McClintock
Member of Congress

Cc: Gregory Hlibok, Chief, Disability Rights Office
Joel Gurin, Chief, Consumer and Governmental Affairs Bureau