



June 19, 2008

filed electronically in docket office on 06/20/08

Via Electronic Mail

The Honorable Eddie Roberson, Chairman
c/o Ms. Sharla Dillon, Dockets & Records Manager
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Docket no. 07-00204

Re: GoAmerica Relay Platform Transition; Relocation of California Call Center

Dear Chairman Roberson:

As a courtesy to the Authority, GoAmerica Relay Services Corp. ("GoAmerica") would like to advise you of two developments in our business that will allow us to make continued improvements to our already high-quality relay services for Tennessee consumers. First, we will soon complete our transition from Verizon's relay platform to the award-winning relay platform operated by our operational and call center subcontractor, Stellar Nordia. Second, in order to more efficiently and effectively utilize personnel and resources for handling off-peak, holiday, and specialized Tennessee relay services, pending regulatory approval from the State of California, our California call center will be relocated from Riverbank to a facility in nearby Salida, California.

These important changes will be completely transparent to Tennessee relay users, and neither change will have any adverse impact on the availability or quality of our Tennessee relay service offerings. In order to ensure that the Authority has relevant information, each of these changes is discussed in further detail below.

Transition of Relay Platform. During the Authority's proceeding to approve the transfer of the Tennessee Relay Service contract from Verizon to GoAmerica,¹ the companies informed the Authority that Verizon would provide "transition services" to GoAmerica for a limited period following the closing of the transaction in order to assist in the migration of relay traffic from Verizon's relay platform.² GoAmerica anticipates that the platform transition will take place as early as the end of July. Once this transition is complete, Verizon will no longer have any role in GoAmerica's performance of the Tennessee Relay Service contract.

As stated to the Authority in response to Item 6 of Data Request No. 1, the Multimedia Relay Center ("MMRC") relay platform to which GoAmerica is transitioning can handle simultaneous calls (utilizing over 60 combinations of relay modalities) in multiple locations over broad geographic areas without sacrificing quality or reliability. Stellar Nordia's operational experience with MMRC has demonstrated that the platform can handle well over one million

¹ See TRA Docket No. 07-00204.

² See Responses to Data Request No. 2 in TRA Dockets No. 07-00204 and 07-00205, response to Item 1 (filed Oct. 12, 2007).



session minutes of relay traffic per month, and the system is scalable to handle ever-increasing call volumes.

Randy Sergeant, GoAmerica's Tennessee Relay Service contract manager, met with Miki Klein by telephone on June 6, 2008, to advise her that the transition process is under way. He also shared with her our excitement about completing the transition and continuing to provide the high quality of services that Tennessee Relay Service consumers have come to expect.

Relocation of California Call Center. Section A.11 of the Tennessee Relay Service contract requires that the primary relay center facility for Tennessee relay services be located in Tennessee and that it handle all "peak service," and permits the Contractor to handle off-peak, holiday and certain specialized services (such as Speech-to-Speech relay and non-English relay services) at an out-of-state facility to reduce the Contractor's operational costs. Consistent with this section, since the beginning of the current contract term Tennessee off-peak, holiday and specialized services have been provided out of Verizon's (and now GoAmerica's) California call center, which has been (and is currently) located in Riverbank, California.

As part of the transition from Verizon, a determination has been made that the Riverbank facility is not optimal for GoAmerica's operational needs. Therefore, in conjunction with the platform transition, and upon regulatory approval from the State of California, GoAmerica will relocate its California call center to a more suitable facility in Salida (approximately 10 miles from the Riverbank location). There will be no change in the type or quality of relay services provided out of the relocated California call center, and operations personnel will remain the same. Further, we do not expect any disruption in service during the move.

* * * * *

If you have any questions about the matters discussed in this letter, please do not hesitate to contact me. Thank you.

Very truly yours,

A handwritten signature in cursive script that reads "Randy Sergeant". To the right of the signature, there is a handwritten note in cursive that says "w/ permission QMB".

Randy Sergeant
Tennessee Relay Services Contract Manager

Telephone: (602) 281-9601
rsergeant@goamerica.com

cc: Kelby Brick, Esq.
Mr. Mark Stern