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November 20, 2007

Via Electronic Filing and Overnight Delivery

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

filed electronically in docket office on 11/20/07

Re: Docket No. 07-00205 - Application of GoAmerica Relay Services Corp. for a Certificate to Provide Competing Local Telecommunications Services (the "CLEC Application")

Dear Chairman Roberson:

On behalf of GoAmerica Relay Services Corp. and its parent, GoAmerica, Inc. (collectively, "GoAmerica"), this filing is made in response to information requests contained in the November 14, 2007, letter from Ms. Darlene Standley of the Tennessee Regulatory Authority ("TRA") in the above-referenced docket. The responses that follow correspond to each of the enumerated items in Ms. Standley's letter. Please note that **Attachments B, D, and E** to this letter contain competitively-sensitive, non-public **CONFIDENTIAL INFORMATION** and are being provided **UNDER SEAL**.

As a preliminary matter, GoAmerica would like to notify the TRA that on Friday, November 16, 2007, the California Public Utilities Commission ("CPUC") granted Verizon's application for the assignment of certain assets related to its telecommunications relay services ("TRS") business, including its California intrastate TRS contract, to GoAmerica. A copy of the Order granting the application is attached to this letter as **Attachment A**.

- 1. Provide a copy of the contract between Verizon and GoAmerica Relay Services Corp. relating to the transition period referenced in response to Question #1 of the Data Request dated October 5, 2007.**

A copy of the form of the Transition Services Agreement ("TSA") between Verizon and GoAmerica, pursuant to which Verizon will provide transition services to GoAmerica

for a period of no less than nine months, is attached as **Attachment B**. The TSA contains competitively-sensitive, non-public **CONFIDENTIAL INFORMATION** and is therefore being provided **UNDER SEAL**.

This agreement, which was previously negotiated between Verizon and GoAmerica, will be signed and made effective at the closing of the transaction whereby GoAmerica will purchase the telecommunications relay services ("TRS") division of Verizon. As the TRA is aware, the closing is dependent upon receipt of regulatory approvals, which are pending, as well as shareholder approval. The closing is currently expected to occur in December 2007.

Please note that once the TSA becomes effective, it will govern the transition services that Verizon will provide in support of GoAmerica's provision of intrastate TRS services in Tennessee, as well as in California and the District of Columbia. GoAmerica will notify the TRA when the TSA has been executed.

2. Does GoAmerica Relay Services Corp. have similar transition agreements in other states? If so, please provide a progress report, including any problems incurred.

As noted in response to Item 1 above, the TSA to be executed between GoAmerica and Verizon governs all transition services that Verizon will provide to GoAmerica after the closing of the transaction. Therefore, Verizon and GoAmerica do not have any separate transition agreements in other jurisdictions.

3. Please describe GoAmerica Relay Services Corp.'s plan to put in place technology and/or platforms to replace the transition services provided by Verizon by the end of the nine month transition period.

As explained in response to Question 6 of Data Request No. 1, after the transition period, GoAmerica will implement and use the award-winning proprietary relay service platform, called Multimedia Relay Center ("MMRC"), developed by GoAmerica's call center subcontractor, Stellar Nordia Services, LLC ("Stellar"). Additional information about MMRC is attached as **Attachment C**.

During the transition period under the TSA, the parties will prepare for a seamless hand-off between Verizon's TRS platform (which will be in use throughout the transition period) and Stellar's MMRC, which will be used going forward after the transition. All transition activities will be carefully planned with the Tennessee relay administrator to ensure transparency to Tennessee intrastate TRS customers. Because the MMRC is already in operation in other states, the addition of the Tennessee call volume should require only minor technical adjustments. In particular, the 711 and Tennessee 800 numbers must be directed to Stellar's Direct-Inward-Dial network, Tennessee branding must be added to the system, and the reports that are output by the system must be modified to comply with the format that the TRA requests.

4. Is GoAmerica Relay Services Corp. purchasing Verizon's technical equipment, such as hardware components of the platform?

GoAmerica is purchasing the fixed assets in the Memphis, Tennessee and Riverbank, California call centers (including, but not limited to, personal computers, postage machines, office furniture, and the like), but is not otherwise purchasing the components of Verizon's TRS platform. Attached as **Attachment D** is a listing of the fixed assets that GoAmerica is purchasing. This list of fixed assets contains competitively-sensitive, non-public **CONFIDENTIAL INFORMATION** and is therefore being provided **UNDER SEAL**.

5. Descriptions of GoAmerica Relay Services Corp.'s and Stellar Nordia's technical qualifications have focused on IP Relay Services. Please provide a description of GoAmerica Relay Services Corp.'s and Stellar Nordia's technical qualifications specific to wireline/TTY services, including assurance of carrier of choice, true caller ID and SS7 technologies including locations of switches that may be used in a Tennessee relay call.

GoAmerica has not previously provided wireline/TTY services. However, many aspects of IP Relay Service are very similar to TTY service, and GoAmerica has extensive experience and an excellent track record of providing IP Relay. With respect to the general similarities between IP Relay and TTY, both services involve a customer inputting text and transmitting that text to a communications assistant ("CA"), who then places a voice telephone call to a hearing individual and relays the conversation back and forth between the hearing and non-hearing parties via voice and text, respectively. The primary difference between the two services is the technological medium through which the TRS customer contacts the CA; provided that the technological infrastructure for providing TTY is in place (which it clearly will be in the Memphis Call Center), GoAmerica will be well-situated to offer the same high-quality service via TTY that it provides via IP Relay.

GoAmerica will also rely on Stellar's experience in providing TTY service as a TRS provider in California (pursuant to a contract similar to the Tennessee TRS Contract that GoAmerica is seeking to assume). GoAmerica incorporates Stellar's response to Question 2 of the Data Requests in TRA Docket No. 07-00254, which states in relevant part:

"Since 2005, Stellar Nordia's sister company, Nordia, Inc., has served as one of only three authorized relay call center providers in the State of California. Pursuant to the company's California relay contract, Nordia provides Voice, teletypewriter ("TTY"), voice carry over ("VCO"), hearing carry over ("HCO"), American Standard Code for Information Exchange ("ASCII") and speech-to-speech ("STS") relay services in both English and Spanish. The total volume of monthly session minutes now handled by Nordia in California (approximately 206,000 minutes, as of September 2007) is almost double that anticipated in Tennessee based on recent information supplied by Verizon, the incumbent relay provider.

"During the three years which Nordia has been providing relay services in California, the state has regularly acknowledged the company's satisfactory performance....[I]n June 2007, the state confirmed that in response to the subpar relay service provided by one of its competitors,

regulators would be redirecting an additional proportion of 711 traffic to Nordia....This action signaled a further vote of confidence in Nordia's relay services by the State of California. In October, 2007 Nordia's California relay contract was assigned to Stellar Nordia."

As noted in response to Item 3 above and discussed in further detail in **Attachment C**, Stellar's MMRC platform is capable of handling a wide variety of relay functionalities, including TTY and several other forms of wireline relay service.

Finally, and perhaps most importantly, GoAmerica will be assuming the institutional knowledge and experience of all Verizon TRS personnel in the Memphis Call Center, who will be offered employment by GoAmerica or Stellar upon the closing of the transaction. These individuals have been providing TTY service in Tennessee for Verizon, and when they join GoAmerica or Stellar, they will bring added familiarity with the operation of TTY relay systems (and, more specifically, the Tennessee TTY relay system) that will supplement the technical qualifications discussed above.

GoAmerica commits to assure carrier of choice, to provide true caller ID, and to implement SS7 technologies. Support for carrier of choice will be provided by Verizon during the transition period pursuant to the TSA. In addition, Verizon will contract directly with Stellar to continue to provide carrier of choice (as well as toll-free service) after the expiration of the transition period pursuant to a Commercial Services Agreement that will be signed prior to the end of the transition period. The detailed description of the technical process by which the Verizon/Stellar carrier of choice arrangement will operate, including how SS7 and true caller ID will be incorporated, is contained in **Attachment C**. A copy of the Commercial Services Agreement Term Sheet previously negotiated and agreed to by the parties (and including a flow chart of the Tennessee caller of choice arrangement between Verizon and Stellar) is attached as **Attachment E**. This term sheet contains non-public, competitively-sensitive **CONFIDENTIAL INFORMATION** and is therefore being provided **UNDER SEAL**.

If you have any questions, please do not hesitate to contact the undersigned or Melvin J. Malone.

Very truly yours,



Dana Frix

Counsel to GoAmerica, Inc. and
GoAmerica Relay Services Corp.

cc: Melvin Malone, Esq.

ATTACHMENTS

- Attachment A: CPUC Order granting Verizon's application to transfer assets to GoAmerica
- Attachment B: Form of Transition Services Agreement between Verizon and GoAmerica – **CONFIDENTIAL**, filed **UNDER SEAL**
- Attachment C: Additional information about Stellar's MMRC platform
- Attachment D: List of fixed assets to be transferred from Verizon to GoAmerica – **CONFIDENTIAL**, filed **UNDER SEAL**
- Attachment E: Commercial Services Agreement term sheet – **CONFIDENTIAL**, filed **UNDER SEAL**

Attachment A

CPUC Order granting Verizon's application to transfer assets to GoAmerica

Decision 07-11-038 November 16, 2007

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of MCI Communications Services, Inc. (U-5378-C) Pursuant to Public Utilities Code Section 851 for Authority to Transfer Certain Assets to GoAmerica Relay Services Corp., a wholly owned subsidiary of GoAmerica, Inc., a Delaware Corporation.

Application 07-08-019
(Filed August 16, 2007)

**OPINION GRANTING THE APPLICATION
OF MCI COMMUNICATIONS SERVICES, INC.
TO TRANSFER ASSETS TO GOAMERICA RELAY SERVICES CORP., A
WHOLLY OWNED SUBSIDIARY OF GOAMERICA, INC.**

Summary

This decision approves the transfer of the California Relay Call Center in Riverbank, California from MCI Communications Services, Inc. (MCI) to GoAmerica Relay Services Corp., a wholly owned subsidiary of GoAmerica, Inc. (collectively, GoAmerica).

Background

MCI seeks authorization to transfer to GoAmerica certain assets and facilities with which MCI currently provides call center services for the California Relay Service segment of the Commission's Deaf and Disabled Telecommunications Program.

The specific assets MCI seeks to transfer to GoAmerica are described in detail below. MCI and GoAmerica entered into an Asset Purchase Agreement (APA) on August 1, 2007, setting forth the terms and conditions of this asset sale

and purchase. A copy of the APA has been submitted to the Commission. Pursuant to the terms of the APA, the transaction will not close prior to approval by the regulatory agencies of several other states, and this Commission. MCI is endeavoring to obtain all necessary regulatory approvals by the end of November 2007. The company believes that this application does not present any controversial issues.

On August 16, 2007, MCI filed a motion asking that all the schedules and exhibits to the APA be placed under seal. An amended motion was filed on October 2, 2007, which narrowed the request to specific documents.¹ MCI presented an analysis showing that the documents contained commercially valuable information and employee compensation data, neither of which is otherwise available to the public.

MCI holds a certificate of public convenience and necessity from this Commission pursuant to which it provides intrastate interexchange telecommunications services and related services, including telecommunications relay services. MCI also provides “Call Center Services” for the California Relay Service pursuant to that certain California Relay Service Call Center Services Contract No. 03PS5313 between MCI and the Commission (the Call Center Contract). MCI is classified by this Commission as a nondominant interexchange carrier (NDIEC).

1

- Asset Purchase Agreement, Schedules, Pages 41-73 and pages 84-100
- Exhibit A: Form of Facilities Use Agreement (Exh. B to Facilities Use Agreement)
- Exhibit B: Commercial Services Agreement Terms
- Exhibit E: Form of Transition Services Agreement (Exh. A to Transition Services Agreement)

GoAmerica is not a public utility certificated by this Commission and not an applicant. MCI provided the following about GoAmerica, on information and belief. (The full text of MCI's statement concerning GoAmerica's qualifications can be found in Attachment A):

GoAmerica

- is incorporated under the laws of the State of Delaware, and its principal office is located in Hackensack, New Jersey;
- holds a Certificate of Qualification from the California Secretary of State permitting it to transact intrastate business in California;
- since May 2004, has provided relay services for people who are deaf, hard of hearing, or speech-disabled including wireless and wireline access methods to both text and video relay services;
- began providing web-based interstate relay services March 2005 in partnership with Stellar Nordia Services, LLC ("Nordia"), a California-certified Telecommunications Relay Services (TRS) provider;
- in June 2006 obtained certification from the Federal Communications Commission as an interstate provider of both IP text and video relay services;
- is run by a seasoned management team, which has a deep understanding of business, operational, technology, regulatory, outreach, and customer care issues related to relay services; and
- is publically traded on the NASDAQ stock market, and has capital commitments to acquire the assets and facilities covered by the APA and to support the ongoing obligations of the Call Center Contract.

Assets to be Transferred

Generally, the assets to be transferred consist of MCI's call center located in Riverbank, California together with the equipment, facilities, and information

technology used for the provision of California Relay Call Center Services pursuant to the Call Center Contract, as well as the Call Center Contract itself.

MCI proposes to transfer to GoAmerica the equipment, facilities, and information technology used for the provision of California Relay Call Center Services pursuant to the Call Center Contract which has been submitted to the Commission. Section 16 of the Call Center Contract provides specific procedures for assignment of the contract, and requires prior written approval from the Director of the Commission's Communications² Division. That approval must then be confirmed by California's Department of General Services and the actual assignment accomplished via a formal contract amendment. Simultaneously with this application, MCI and GoAmerica are pursuing the assignment of the Call Center Contract in accordance with these procedures.

The specific assets to be transferred by MCI to GoAmerica are as follows:

A. Interests in Real Property

Under the terms of the APA, MCI will assign and transfer (or cause to be assigned and transferred) to GoAmerica all of MCI's rights and interests in specifically identified leases of improved real properties. Among these is the standard commercial single-tenant lease for the office building located at 6436 Oakdale Road, Riverbank, California, together with the ground lease for the parking facility at the same location. These are the leased facilities in California where MCI has operated its call center providing relay services.

B. Personal Property

² Formerly known as the Telecommunications Division, as referenced in the Call Center Contract.

MCI will sell to GoAmerica all of MCI's right, title and interest in the items of equipment, trade fixtures and furnishings located at the specified facilities and identified in Schedule 2.1.1(a) to the APA. These include:

1. Office furnishings (e.g., desks, chairs, filing cabinets, bookshelves).
2. Office equipment (e.g., telephones, pagers, fax machines, copiers).
3. Personal computing equipment (e.g., desktop and laptop computers, keyboards, monitors, docking stations, mice, printers).
4. Network hardware (e.g., servers, routers, switches, cards).

C. Intellectual Property

MCI will license (or cause to be licensed) to GoAmerica, pursuant to an Intellectual Property License Agreement identified in Section 2.1.2 of the APA, the software applications and rights under patents and patent applications identified in Schedule 2.1.1(g) to the APA.

D. Contracts Other Than Call Center Contracts

MCI will assign and transfer (or cause to be assigned and transferred) to GoAmerica all MCI's rights and interests under the Vendor Contracts, and Customer Contracts specifically identified in Schedule 2.1.1(d) and 2.1.1(e) to the APA.

E. The Call Center Contracts

This Commission approved the award to MCI of the Call Center Contract as part of the restructured California Relay Service in Resolution T-16741, dated June 19, 2003. This Call Center Contract was memorialized in agreement number 03PS5313 (dated March 17, 2004), signed by the Commission's Executive Director on April 8, 2004, and approved by the California Department of General Services on May 3, 2004. MCI and

GoAmerica are pursuing assignment of this contract in accordance with its terms.

MCI proposes to transfer the assets described herein as part of its ongoing strategy to simplify and focus its business.³ MCI's strategy is to focus on its core telecommunications products. The sale of MCI's nationwide interstate and intrastate TRS business to GoAmerica will enable MCI to concentrate its efforts on developing and growing its core business for the benefit of MCI's customers generally. TRS is a relatively small component of MCI's operations and MCI is not a major participant in the telecommunications relay industry.

While MCI transfers the assets with which it has been providing telecommunications relay services to its customers, those assets will be utilized by GoAmerica to continue to provide relay services to California TRS customers. For a period after the closing of the transaction, MCI will assist GoAmerica by providing certain transition services pursuant to a contract between MCI and GoAmerica. Thus, the transaction will have no impact on MCI's California customers. With respect to the transfer of MCI assets with which it has been providing California Relay Call Center Services, those assets will be utilized to provide Call Center Services, once the assignment of the Call Center Contract to GoAmerica has been approved. Thus, MCI concludes that the transaction will have no impact on the Call Center Services now being provided by MCI.

³ MCI also provides intrastate telecommunications relay services in the state of Tennessee and the District of Columbia. GoAmerica and MCI are taking the appropriate steps to have these contracts assigned and transferred to GoAmerica.

Discussion

In transfer of assets proceedings, the Commission's duty is to ensure that a proposed transfer will not be adverse to the public interest. (*Application of Dyke Water Co.* (1964) 63 CPUC 641.) As noted, neither the transfer of MCI assets used to provide relay services, nor the transfer of MCI assets used to provide Call Center Services for the California Relay Service will have any impact on the continued provision of those services. Thus, the transfer of assets will have no adverse impact on the public interest.

Similarly, this transfer of ownership will cause no operational or facilities changes. Thus, it can be seen with certainty that it will have no effect on the environment.

There are no protests. A public hearing is not necessary.

Categorization and Need for Hearing

In Resolution ALJ 176-3197, dated August 23, 2007, the Commission preliminarily categorized this application as ratesetting, and preliminarily determined that hearings were not necessary. No protests have been received. There is no apparent reason why the application should not be granted. Given these developments, a public hearing is not necessary, and it is not necessary to disturb the preliminary determinations.

Waiver of Comment Period

This is an uncontested matter in which the decision grants the relief requested. Accordingly, pursuant to Public Utilities Code Section 311(g)(2), the otherwise applicable 30-day period for public review and comment is being waived.

Assignment of Proceeding

Timothy Alan Simon is the assigned Commissioner and Maribeth A. Bushey is the assigned Administrative Law Judge in this proceeding.

Findings of Fact

1. The California Environmental Quality Act (CEQA) Guideline Section 15061(b)(3) provides that projects are exempt from CEQA review when it can be seen with certainty that the activity will not have a significant effect on the environment.
2. The proposed transfer will not affect the terms and conditions under which current customers receive service and, upon consummation of the transfer, GoAmerica alone shall be bound by the terms of the Call Center Contract.
3. GoAmerica is qualified technically and financially to support the services to be transferred.
4. No term of the proposed transfer contravenes statutory provisions or prior Commission decisions.
5. The transfer of assets is reasonable in light of the record, is consistent with law, and is in the public interest.
6. Transfer of the assets which MCI uses to deliver Call Center Contract 03PS5313 are linked to the approval of the assignment of this contract by the Department of General Services (DGS).

Conclusions of Law

1. The transfer of assets subject to this application is exempt from CEQA review pursuant to CEQA Guideline Section 15061(b)(3).
2. The transfer of assets should be approved with the exception that the transfer of the assets used in the provision of Call Center Contract 03PS5313

should be approved conditioned upon DGS approval of the assignment to GoAmerica of the Call Center Contract by DGS.

3. The amended motion of MCI for leave to file confidential materials under seal should be granted.

O R D E R

IT IS ORDERED that:

1. The application of MCI Communications Services, Inc. to transfer the assets and facilities as set forth in the Asset Purchase Agreement dated as of August 1, 2007 between MCI Communications Services, Inc. and GoAmerica Relay Service Corp, a wholly owned subsidiary of GoAmerica, Inc. (GoAmerica) is hereby granted.

2. The Commission's permission to transfer the assets used in the provision of the Call Center Contract (03PS5313) becomes effective only upon the approval of the assignment of this contract to GoAmerica by the Department of General Services.

3. The authority granted by this decision shall expire if not exercised by October 1, 2008.

4. Applicant's information filed as the following portions of the Asset Purchase Agreement:

- Schedules, Pages 41-73 and pages 84-100
- Exhibit A: Form of Facilities Use Agreement (Exh. B to Facilities Use Agreement)
- Exhibit B: Commercial Services Agreement Terms
- Exhibit E: Form of Transition Services Agreement (Exh. A to Transition Services Agreement)

shall be filed under seal and shall remain under seal for a period of two years after the date of this order. During this two-year period, this information shall remain under seal and shall not be viewed by any person other than the assigned Commissioner, the assigned Administrative Law Judge (ALJ), the Assistant Chief ALJ, or the Chief ALJ, except as agreed to in writing by Applicant or as ordered by a court of competent jurisdiction. If Applicant believes that it is necessary for this information to remain under seal for longer than two years, Applicant shall file a new motion at least 30 days before the expiration of this limited protective order.

5. Application 07-08-019 is closed.

This order is effective today.

Dated November 16, 2007, at San Francisco, California.

MICHAEL R. PEEVEY

President

DIAN M. GRUENEICH

JOHN A. BOHN

RACHELLE B. CHONG

TIMOTHY ALAN SIMON

Commissioners

ATTACHMENT A
MCI Statement,
Excerpt from Application, Pages 3-5

GoAmerica Inc. and GoAmerica Relay Services Corp. (GSRE) are incorporated under the laws of the State of Delaware, and its their principal offices are located at 433 Hackensack Avenue 3rd Floor, Hackensack, NJ 07601. GoAmerica is a fast-growing provider of relay services for people who are deaf, hard of hearing, or speech-disabled. GoAmerica's current service portfolio includes wireless and wireline access methods to both text and video relay services marketed under its i711® brand.

GoAmerica first entered relay business in May 2004 by developing and managing the underlying wireless application technology for Sprint Relay Wireless. This technology enabled users to connect to a relay service from virtually anywhere using a choice of wireless handheld devices and pagers. In March 2005, GoAmerica began providing web-based interstate relay services under the i711® brand, in partnership with Stellar Nordia Services, LLC ("Nordia"), a California-certified Telecommunications Relay Services (TRS) provider.¹ In June 2006, GoAmerica itself obtained certification from the Federal Communications Commission as an interstate provider of both IP text and video relay services. The company now offers access to its i711 relay services through the web, AOL Instant Messenger, Research in Motion's BlackBerry devices,

¹ Under those arrangements, Nordia provides call center management functions for GoAmerica, which functions will be extended under the APA.

T-Mobile Sidekick devices, voice-initiated calling, webcam-equipped PCs, and set-top videophones.

Prior to entering the relay market, GoAmerica already had a history — since 1997 — of providing accessible communication services to deaf, hard of hearing, and speech-disabled consumers, and its business is exclusively focused on that market. GoAmerica's mission is to "bring down barriers to effective communication for people who are deaf, hard of hearing or speech-disabled by providing innovative, high quality and dependable communication service."

GoAmerica actively engages with the deaf and hard of hearing community on many fronts. The company has a visible presence at numerous national, regional, and local events and conferences that draw in deaf and hard of hearing consumers, in the form of outreach booths, spokespeople, demonstrations, training sessions, and financial sponsorships. GoAmerica has well-developed marketing and outreach network with over 80 independent contractors, a dozen of whom are based in California. The company publishes on its i711.com web site a variety of articles and videos created by deaf and hard-of-hearing authors, and fosters a sense of community by inviting comments from deaf relay users. Consumers are also actively enrolled in beta testing of relay features and in providing feedback. GoAmerica employs deaf people at all levels of its staff, and has deaf representation on its Board of Directors; hearing employees are offered cultural training and introductory classes in sign language.

GoAmerica is run by a seasoned management team, which has a deep understanding of business, operational, technology, regulatory, outreach, and customer care issues related to relay services. The company has a demonstrated record of product and user-friendly design innovations in relay services that are embraced by consumers and imitated by competitors. GoAmerica has a

successful business partner with Nordia, who expertly handles call center operations and equally understands applicable state and federal TRS regulations. The i711® relay services are operated in accordance with high-quality service level agreements, as evidenced by the very low rate of filed consumer complaints (0.01% for all calls handled from June 1, 2006 through May 31, 2007).

GoAmerica is publically traded on the NASDAQ stock market (stock ticker: GOAM), and financial information is readily available. The company has capital commitments to acquire the assets and facilities covered by the APA and to support the ongoing obligations of the CCS Contract. As such, the company is committed to serving the deaf, hard of hearing, and speech-disabled community for the long term.

(END OF ATTACHMENT A)

Attachment B

Form of Transition Services Agreement between Verizon and GoAmerica

CONFIDENTIAL and filed **UNDER SEAL**

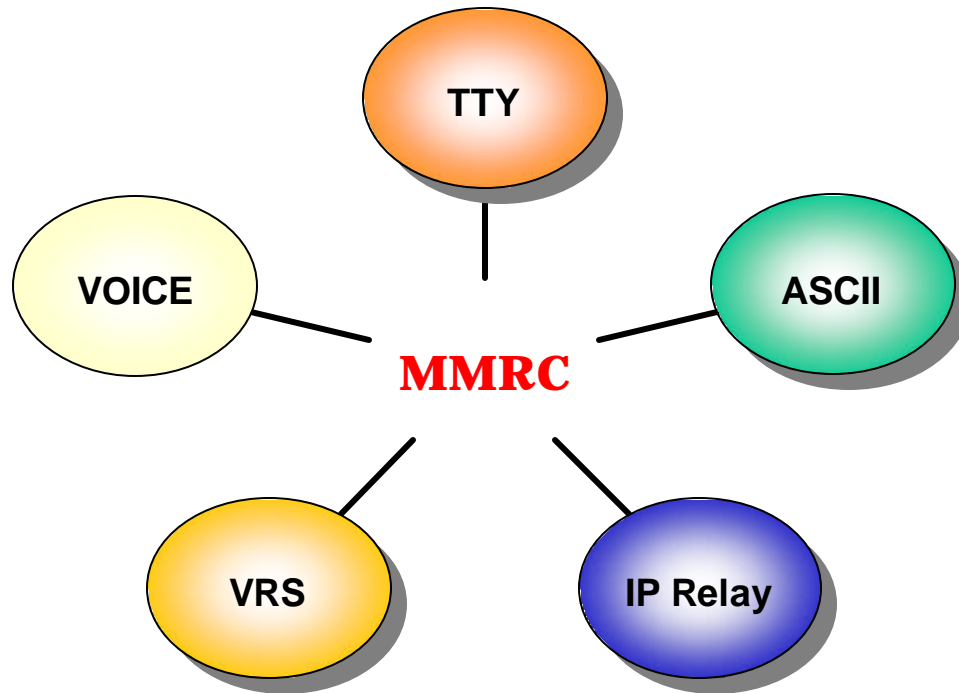
Attachment C

Additional information about Stellar's MMRC platform

ABOUT THE MMRC PLATFORM

The main advantage of Stellar Nordia MMRC is the integration of all relay protocols, (old and new) into a single platform.

Supported Protocols



MMRC also has the capability to handle simultaneous calls in multiple locations over a broad geographic area with very high quality and reliability.

The MMRC system was design to be compliant will the FCC TRS rules and as such uses the SS7 protocol and offer true caller ID

Supported modalities

More than 60 different combinations of modalities can be processed with Nordia's MultiMedia Relay Center including:

- Voice to TTY (and reverse)
- VCO & HCO
- IP Web Relay standard
- IP Instant Messaging
- Wireless & hand-held device Relay
- Voice Initiated IP IM
- 3-way calling
- Conference calls
- Speech-to-speech
- 2-line VCO

- IVR with recording capability
- Email
- Multilingual (for all of the above) English, Spanish, ASL, French, others possible

Stellar Nordia's MultiMedia Relay Center relies on state-of the art proven technology

- An infrastructure set to deliver 99.999% uptime & accessibility
- 7 x 24 x 365 availability
- UPS & generators at all sites (main and recovery sites)
- Redundant key hardware components
- Real time automated surveillance system of all components
- High capacity & scalability for Voice and IP calls

In 2005 Nordia was the recipient of the following prizes for its MMRC platform:

- Nordia was awarded the 2005 OCTAS in technological innovation category presented by the Fédération de l'informatique du Québec (FIQ). This nomination makes reference to the technological platform developed by Nordia for its new Relay Service for individuals who are deaf, hard-of-hearing or speech disabled as part of its contract for the provision of Relay Service with the State of California.
- Nordia is one of 25 winners to receive the CIPA Award; Canada's oldest and most prestigious award for excellence in the field of Information Technology. More than 200 entries were submitted from every region of Canada. This nomination was awarded for Nordia's MultiMedia California Relay System which was developed to meet the contract requirements of California, from its Montreal call center. The MMRC is a dual-party relay system which connects individuals who are deaf, hard-of-hearing or speech disabled with persons of normal hearing via specially trained Nordia agents.

Carrier of Choice Implementation

Stellar Nordia has entered into an agreement with Verizon to carry Carrier of Choice calls within their existing network. Stellar Nordia will establish links into the Verizon network at pre-determined access points so that calls may be routed through the Verizon network.

When a TRS user requests a specific long distance carrier, which is one of the pre-defined choices offered by Nordia, the following process will be used to handle the call:

- 1) The Relay Operator will obtain the carrier and the number to be dialed (CdPN) from the TRS user
- 2) The Relay Operator will initiate a call to the CdPN through the MMRC system
- 3) The MMRC will set the StationID, CN, OLI, Presentation Indicator Override, and the various Carrier fields in the Bell Special Assembly database record corresponding to the inbound call.
- 4) The MMRC will then make a 1+ call to the CdPN using the StationID in the CallerID/ANI field.
- 5) The Bell CO switch will detect the call and perform a query on the Special Assembly database to retrieve the record corresponding to the StationID

- 6) The Special Assembly will construct the CN, OLI, CgPN (CallerID/ANI), Presentation Indicator, CS, TNS and other required fields for the outgoing SS7 record
- 7) The Bell switch will route the call to the dedicated MCI trunk circuits and present the SS7 record to route the call to new circuits established to interconnect with a carrier who can provide the required Carrier-of-Choice routing.
- 8) the call will be received at the Verizon switch and then routed within their network translating the required SS7 fields to the appropriate ISDN fields.
- 9) the call will be received by the selected carrier who will query their accounts database to determine whether the CN presented along with the call has a valid account, if so the call will be completed (i.e. connected through to the CdPN), if not the call will be routed as a casual call.

The following carriers will be supported by Stellar Nordia:

<u>Carrier</u>	<u>CID</u>
AT&T Communications	288
VarTec	297
Sprint Communications	333
Southwestern Bell Comms. Svcs. Inc. dba Pacific Bell L.D.	372
BellSouth Long Distance	377
Qwest Communications	432
WorldCom Inc.	555
Southwestern Bell Telephone	5233
Verizon Select Services, Inc.	5483
Southwestern Bell Comms. Svcs. Inc. dba SBC Long Distance	5792
CoxCom, Inc.	6269
Bell Atlantic Comms., Inc. dba Verizon Long Distance	6963

Interconnect Points

California
ANAHEIM CA ANHMCAHLDS1

Tennessee
MEMPHIS TN MMPHTN32DS0

Supported Call types

Calls supported with Carrier of Choice:
0+ and 1+ within NANPA

Circuit Code values of the TNS and associated with type of call:
1+ = 008 (binary 001) 0+ = 014 (binary 0111)

Attachment D

List of fixed assets to be transferred from Verizon to GoAmerica

CONFIDENTIAL and filed **UNDER SEAL**

(Please note: This document is Schedule 2.1.1(a) to the Asset Purchase Agreement between Verizon and GoAmerica, and the document itself is therefore labeled as such)

Attachment E

Commercial Services Agreement term sheet

CONFIDENTIAL and filed **UNDER SEAL**

(Please note: This document is Exhibit B to the Asset Purchase Agreement between Verizon and GoAmerica, and the document itself is therefore labeled as such)