



March 10, 2008

Mr. Patrick Nola  
President & CEO  
Sorenson Communications, Inc.  
4192 South Riverboat Road, Suite 100  
Salt Lake City, Utah 84123

**RE: Functional Equivalency For Deaf Consumers –  
Uniform Numbering & 911 Emergency Service**

Dear Pat:

I'm writing today to urge Sorenson's assistance in advancing the cause of functional equivalency for 911 emergency services for deaf consumers nationwide. Sorenson's recent filing with the FCC of a uniform numbering and 911 service presentation has encouraged me to write. I believe that by working together GoAmerica and Sorenson can promote this important public interest goal by working with other TRS providers to quickly implement a reasonable, cost effective, non-discriminatory 911/numbering solution.

Although in the same industry, our companies have yet to collaborate, in part as a result of GoAmerica being historically focused on text-relay services, while Sorenson has been more focused on video. In light of GoAmerica's recent acquisition of Verizon's TRS business and its merger with Hands On Video Relay Services, we find ourselves in an important new role in the industry. Like Sorenson, we are now a prominent industry participant and have resources available to focus on and expeditiously accomplish some of our long-standing public interest objectives.

For instance, you may be aware that GoAmerica recently took measures to deny international "fraudsters" the ability to access the IP-text relay network we purchased from Verizon. While minimizing fraud will remain an on-going battle, we concluded that we were technically capable of eliminating material amounts of fraud and that failing to do so would be inconsistent with our obligations to the deaf community. We made that decision knowing that it was economically disadvantageous to our company. However adherence to public interest standards is not only the law, it is necessary to ensure that IP-text relay is viewed — by both deaf consumers and merchants — as a functionally equivalent method of communication between deaf consumers and merchants nationwide. We have been encouraged by the FCC's support of these efforts.

We believe our technology solution to mitigate these international calls could easily be deployed by others in the industry and to the extent we can collaborate on this shared issue with Sorenson, we would be glad to do so.

Consistent with this, we feel that it is GoAmerica's responsibility at this point in time to address the important issue of eliminating the discrimination whereby hearing callers have immediate and reliable access to 911 emergency services and the deaf consumers do not. As you know, GoAmerica and AT&T have proposed a numbering and emergency services solution which we believe that the TRS industry could implement in short order.



Similar to the solutions for IP-text, my staff believes the technical answer to true functional equivalency is reasonably simple and can be developed and implemented in a short amount of time. In joint efforts with AT&T, we have invested extensive resources developing technical solutions for:

1. **Real Ten Digit Numbers.** Numbers that allow consumers to call each other across any device including the Ojo Video Phone, a D-Link i2Eye, PC or MAC computers or any new video phone device that may be available to them, without having to use each other's IP address which may be subject to frequent change.
2. **Number Portability.** The ability to transfer a phone number to any device or relay service of a consumer's choosing.
3. **True E911 functionality.** E911 service that includes automatic routing to the emergency operator and allows reverse 911 calls – where locally available - in cases of major emergencies.

The solution proposed by GoAmerica and AT&T for the three issues above meet the requirements outlined by the Alliance for Telecommunications Industry Solutions - Industry Numbering Council (ATIS-INC), which Sorenson has apparently endorsed, and the requirements of the National Exchange Carriers Association's Telecommunication Relay Service Advisory Council.

As you know, the FCC waiver for automatic routing of 911 calls expired December 31, 2007. We have concluded that we must expeditiously undertake in association with other providers development of a fully compliant 911 emergency services solution to both meet the needs of the deaf and hard of hearing community and to meet the FCC's minimum mandatory standards for VRS. We are sensitive to the need for any such solution to operate on a competitively-neutral basis. Therefore I extend an offer to Sorenson to join with us to develop and implement a fully compliant system. It is my hope that with the combined effort of our technical and business management resources that we can rapidly implement an open system that will best serve the deaf and hard of hearing community. With that in mind I would like to suggest a meeting within the next two weeks at a mutually agreeable venue where we can discuss how to most effectively and efficiently implement a system to bring consumers the functionally equivalent 911/numbering system they require.

I believe that this is an instance, similar to interoperability, where Sorenson's market leadership can be used to create positive change for deaf consumers. I look forward to meeting you in person and possibly working through this issue together.

Sincerely,

A handwritten signature in black ink that reads "Dan Luis". The signature is written in a cursive, flowing style.

Dan Luis, CEO

- cc: Edmond Routhier, President, GoAmerica
- cc: Penn Pfautz, National Access Management, AT&T
- cc: Nancy Bloch, Chief Executive Officer, National Association of the Deaf
- cc: Sheri Farinha Mutti, Chief Executive Officer, Norcal Center on Deafness
- cc: Claude Stout, Executive Director, Telecommunications for the Deaf and Hard of Hearing, Inc.