

Proceeding# 02-123

I am very disappointed to lose IP-Relay services via an instant messenger as I prefer this method than a video relay service (VRS). It allows me to type accurate messages for the relay agent to speak for me during a phone call. Also, I don't want to be seen by an interpreter in a video as I don't feel that it would be private enough. Sometimes I would see an interpreter I happen to know at my workplace or somewhere else and I feel that VRS does not provide me enough privacy. So I prefer to use IP-Relay Service. Please consider keeping that service for the deaf and hard of hearing customers. I have been using IP-Relay services for more than 10 years and have used my IP-Relay phone number but now they are closing and I would have to change my phone number for all of my accounts. It would be frustrating and time-consuming to change my phone number for all the accounts.

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IP-Relay consumer

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